



# ***E-vote 2011***

---

## **SSA-V Appendix 5**

### **Service level with standardized price reductions**

#### **Project: E-vote 2011**

---



## **CONTENT**

<b>1. SERVICE LEVEL GUARANTEED</b>	<b>2</b>
1.1. Support services	2
1.2. Application management	3
<b>2. SLA REPORTING</b>	<b>5</b>
<b>3. PENALTIES CAUSED BY BREACH OF SLA</b>	<b>5</b>
3.1. Support services	5
3.1. Application management	6



## 1. Service level guaranteed

### 1.1. Support services

The Contractor guarantees the following:

1. Second line support for central election administration
  - Audience: Representatives for the central election administration, with good knowledge of the election process and the system functions.
  - Method: e-mail and telephone
  - Period: All year
  - Opening hours: 08:00 - 16:00 Monday-Friday, working days only.
  - Service level guaranteed: Response time for telephone and e-mail is 24hours (calls/e-mails received at a specific time on a Friday will be responded before the time on the following Monday).
2. 1<sup>st</sup> line support for key personnel in all 430 municipalities and the 19 counties
  - Audience: Super users in 430 municipalities.
  - Method: e-mail and telephone
  - Period: In election years only, January 1st onto September 30th
  - Opening hours: 08:00 - 16:00 Monday-Friday, working days only.
  - Service level guaranteed: Response will be given for requests by telephone and e-mail within the next 8 office hours.
3. Extended 1. line e-voting / pre-voting ("Early voting") for key personnel in all 430 municipalities and the 19 counties
  - Audience: Super users in 430 municipalities.
  - Method: e-mail and telephone
  - Period: In election years only, July 1st onto August 10th
  - Opening hours:
    - Support: 08:00 - 16:00 Monday-Friday, working days only.
    - Emergency error report reception and registration: 24/7
  - Service level guaranteed:
    - Support: Response will be given for requests by telephone and e-mail within the next 4 office hours.
    - Emerging error report reception and registration: 15 min
4. Extended 1. line e-voting / pre-voting ("Advance voting") for key personnel in all 430 municipalities and the 19 counties
  - Audience: Super users in 430 municipalities.
  - Method: e-mail and telephone
  - Period: In election years only, August 10<sup>th</sup> until Election Day



- Opening hours:
    - Support: 07:00 - 20:00 Monday-Saturday.
    - Emergency error report reception and registration: 24/7
  - Service level guaranteed:
    - Support: Response will be given for requests by telephone and e-mail within the next 4 hours in the support opening window.
    - Emerging error report reception and registration: 15 min
5. Extended 1.line Election Day(s) + 4 following days for key personnel in all 430 municipalities and the 19 counties
- Audience: Super users in 430 municipalities.
  - Method: e-mail and telephone
  - Period: In election years only, 1<sup>st</sup> Election Day and 4 days after Election Day
  - Opening hours: Support: 24/7.
  - Service level guaranteed: Response will be given for requests by telephone and e-mail within the next 2 hours.
6. Extended 1. line scan centre + setup polling stations for key personnel in all 430 municipalities and the 19 counties
- Audience: Super users in 430 municipalities.
  - Method: e-mail and telephone
  - Period: In election years only, 4 weeks before election day and until September 30th
  - Opening hours:
    - Support: 08:00 - 16:00 Monday-Friday, working days only.
    - Emergency error report reception and registration: 24/7
  - Service level guaranteed:
    - Support: Response will be given for requests by telephone and e-mail within the next 4 office hours
    - Emerging error report reception and registration: 15 min

## **1.2. Application management**

The Contractor guarantees the following:

7. Normal application management
- Audience: Representatives for the central election administration, with good knowledge of the election process and the system functions.
  - Method: e-mail and telephone
  - Period: All year
  - Opening hours: 08:00 - 16:00 Monday-Friday, working days only.
  - Service level guaranteed: Error correction for A (critical) errors starts within 1 working day and for B errors within 3 working days.
-

**8. Extended preparedness: Election administration**

- Audience: Super users in 430 municipalities and 19 counties and central election administration
- Method: e-mail and telephone
- Period: In election years only, January 1st onto September 30th
- Opening hours:
  - Normal application management: 08:00 - 16:00 Monday-Friday, working days only.
  - Emergency application management: 24/7
- Service level guaranteed 1<sup>st</sup> January – 30<sup>th</sup> June:
  - Normal application management: 08:00 - 16:00 Monday-Friday, working days only.
  - Emergency application management: Error correction for A errors (critical errors) starts within 1 day Monday-Sunday.
- Service level guaranteed 1<sup>st</sup> July – 31<sup>st</sup> August and 18<sup>th</sup> September-30<sup>th</sup> September:
  - Normal application management: 08:00 - 16:00 Monday-Friday, working days only.
  - Emergency application management: Error correction for A and B errors starts
    - a. immediately 8-16 Monday-Friday
    - b. within 1 hour 16-21 Monday-Friday
- Service level guaranteed 10<sup>th</sup> August – 1<sup>st</sup> September:
  - Normal application management: 08:00 - 16:00 Monday-Friday, working days only.
  - Emergency application management: Error correction for A errors starts
    - a. within 2 hours 21-8 Monday-Friday
    - b. within 2 hours 24/7 Saturday-SundayError correction for B errors as for the period starting 1<sup>st</sup> July.
- Service level guaranteed 1<sup>st</sup> September – 17<sup>th</sup> September:
  - Normal application management: 08:00 - 16:00 Monday-Friday, working days only.
  - Emergency application management: Error correction for A and B errors starts
    - a. immediately 8-16 Monday-Friday
    - b. within 1 hour 16-21 Monday-FridayError correction of A errors starts
    - a. within 1 hour 21-8 Monday-Friday
    - c. within 1 hour 24/7 Saturday-Sunday

**9. Extended preparedness: e-Counting of pVotes**

- Audience: Super users in 430 municipalities and central election administration
  - Method: e-mail and telephone
  - Period: In election years only, 4 weeks before election day and until September 30th
  - Opening hours:
    - Normal application management: 08:00 - 16:00 Monday-Friday, working days only.
    - Emergency application management: 24/7
  - Service level guaranteed: The same as for 8.Election administration for the relevant period.
-



## 10. Extended preparedness: eVoting

- Audience: Super users in 430 municipalities and central election administration
- Method: e-mail and telephone
- Period: In election years only, July 1<sup>st</sup> until 4 days after election day
- Opening hours:
  - Normal application management: 08:00 - 16:00 Monday-Friday, working days only.
  - Emergency application management: 24/7
- Service level guaranteed: The same as for 8.Election administration for the relevant period.

## 2. SLA reporting

As stated in Appendix 2, the measured SLA will be reported monthly, as well as the number of incidents, number of open problems etc.

The Contractor will follow up closely on the SLA. If deviations start appearing, the Contractor will implement corrections in time and to an extent that ensures that the service level for the current period is upheld.

## 3. Penalties caused by breach of SLA

### 3.1. Support services

Type of service	All 3 modules	All 3 modules	All 3 modules
<b>Support services</b>			
Service #1 (section 1.1 – Support services)	<95% of the requests are responded to within 24 hours  5% reduction of the monthly service fee for the relevant category (e-voting, e-counting and administrative system)	<90% of the requests are responded to within 24 hours  10% reduction of the monthly service fee for the relevant category (e-voting, e-counting and administrative system)	<80% of the requests are responded to within 24 hours  20% reduction of the monthly service fee for the relevant category (e-voting, e-counting and administrative system)
Service #2, #3, #4, #5 and #6 (section 1.1 – Support services)	<95% of the telephones are answered in 1 minute or <100% of the requests are responded to within	<90% of the telephones are answered in 1 minute or <95% of the requests are responded to within	<80% of the telephones are answered in 1 minute or <90% of the requests are responded to within



Type of service	All 3 modules	All 3 modules	All 3 modules
<b>Support services</b>			
	the defined time limit.  5% reduction of the monthly service fee for the relevant category (e-voting, e-counting and administrative system)	the defined time limit.  10% reduction of the monthly service fee for the relevant category (e-voting, e-counting and administrative system)	the defined time limit.  20% reduction of the monthly service fee for the relevant category (e-voting, e-counting and administrative system)

### 3.2 Application management

Type of service	All 3 modules	All 3 modules	All 3 modules
<b>Application management services</b>			
Service #7 (section 1.2 – Application Management)	<95% of error corrections have been started upon within the defined time limit.  5% reduction of the monthly service fee for the relevant category (e-voting, e-counting and administrative system)	<90% of error corrections have been started upon within the defined time limit.  10% reduction of the monthly service fee for the relevant category (e-voting, e-counting and administrative system)	<80% of error corrections have been started upon within the defined time limit.  20% reduction of the monthly service fee for the relevant category (e-voting, e-counting and administrative system)
Service #8, #9 and #10 (section 1.2 – Application Management)	<100% of the category A errors corrections starts within the defined time limit  or  <95% of the category B errors corrections starts within the defined time limit	<95% of the category A errors corrections starts within the defined time limit  or  <90% of the category B errors corrections starts within the defined time limit	<90% of the category A errors corrections starts within the defined time limit  or  <85% of the category B errors corrections starts within the defined time limit



Type of service	All 3 modules	All 3 modules	All 3 modules
<b>Application management services</b>			
	5% reduction of the monthly service fee for the relevant category (e-voting, e-counting and administrative system)	10% reduction of the monthly service fee for the relevant category (e-voting, e-counting and administrative system)	15% reduction of the monthly service fee for the relevant category (e-voting, e-counting and administrative system)