

**Appendix E: Service Level Agreement (SLA)**

SLA ID	SLA Name	Service Level Agreement Description	SLA	Maximum Penalties (per calendar month)	Testing Frequency
1.	AVC	The Automatic Vehicle Classification (AVC) subsystem shall correctly classify 99.50% of all detected vehicles at speeds from 5 mph up to and including 100 mph, including vehicles straddling the lanes. Shoulders are excluded from this calculation. TSI will reconcile discrepancies from NET RMA audits. Variance may be dependent on vehicle volume.	99.50%	\$100 per gantry location-per each 0.1% below threshold	Audits by NET RMA at their discretion, executed by NET RMA, with minimum transaction count as determined by audit confidence as a threshold.
2.	AVD	The Automatic Vehicle Detection (AVD) subsystem shall detect 99.90% of vehicles passing through the Toll Zone once and only once under all conditions within the Design specification described in the requirements, including vehicles in the shoulders and straddling the lane and shoulder. TSI will reconcile discrepancies from NET RMA audits. Variance may be dependent on vehicle volume.	99.90%	\$100 per gantry location-per each 0.1% below threshold	Audits by NET RMA at their discretion, executed by NET RMA with minimum transaction count as determined by audit confidence as a threshold.
3.	AVI	The Automatic Vehicle Identification (AVI) subsystem will correctly detect, read and assign to the correct vehicle 99.90% of all properly installed Transponders on all detected vehicles at speeds from 5 mph up to and including 100 mph, including vehicles in the shoulders and straddling the lanes.	99.90%	\$100 per gantry location-per each 0.1% below threshold	Audits by NET RMA at their discretion, executed by NET RMA, with minimum transaction count as determined by audit confidence as a threshold.
4.	ETCS Lane Availability	Each ETCS lane shall be available 99.50% of the time. An available lane is defined as a lane with the ability to collect revenue either through image capture or tag read and association.	99.50%	Actual revenue above \$2,500 (calculated using liquidation rate).	Monthly
5.	Host	100% of all transactions must be processed within 20 days of their transaction timestamp. A transaction qualifies as "processed" if the transaction has reached its final destination within the NET RMA Transaction processing workflow. The transaction processing workflow is responsible for achieving the required 20 day processing limit within the agreed constraints of external vendor processing quantity allowances.	100.00%	Actual revenue above \$2,500 (calculated using liquidation rate).	Monthly



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6.	Host Availability	The Host Level system shall be available 99.50% of the time. An available host is defined as a fully operating host such that Reports, MOMS, and transaction processing are online (with the exception of approved downtime for maintenance purposes).	99.50%	Actual revenue above \$2,500 (calculated using liquidation rate).	Monthly
7.	Image Review	For transactions rejected by the manual review process, less than 1.00% shall have incorrect code-off results.	<1.00%	\$100 per gantry location-per each 0.1% below threshold	Audits by NET RMA at their discretion, executed by NET RMA, with minimum transaction count as determined by audit confidence as a threshold.
8.	Image Review	For transactions requiring manual review process, 99.50% shall be completed within 72 hours from the time the transaction qualified for manual review.	99.50%	\$100 per gantry location-per each 0.1% below threshold	Monthly Calculated based on number of transactions within a month vs. number not processed within 72 hours.
9.	Maintenance Time to Repair - Priority 1	On Average, all priority 1 tickets must be repaired within one (1) day of ticket acknowledgement.	One day	\$175 if average is > 1 day	Monthly
10.	Maintenance Time to Repair - Priority 2	On Average, all priority 2 tickets must be repaired within one (1) week of ticket acknowledgement.	One week	\$175 if average is > 1 week	Monthly
11.	Maintenance Time to Repair - Priority 3	On Average, all priority 3 tickets must be repaired within one (1) month of ticket acknowledgement.	One Month	\$100 if average is > 1 month	Monthly
12.	Maintenance Time to Respond – Priority 1	On Average, all priority 1 tickets must be acknowledged within thirty (30) minutes of ticket creation. A Priority 1 Maintenance Event is defined as any malfunction or fault that will result in the immediate loss of revenue and/or hazard to personnel.	30 minutes	\$100 if average is > 30 minutes	Monthly
13.	Maintenance Time to Respond – Priority 2	On Average, all priority 2 tickets must be acknowledged within thirty (30) minutes of ticket creation. Priority 2 Maintenance Event is defined as any malfunction or fault that will not result in immediate loss of revenue but will/may impact operational performance.	30 Minutes	\$100 if average is > 30 minutes	Monthly



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14.	Maintenance Time to Respond – Priority 3	On Average, all priority 3 tickets must be acknowledged within thirty (30) minutes of ticket creation. A Priority 3 Maintenance Event is defined as any action or event reported that will/may impact operational performance, has potential of degrading the System performance, and has no impact to revenue collection.	30 Minutes	\$100 if average is > 30 minutes	Monthly
15.	Monthly SLA Reporting	<ol style="list-style-type: none"> <li>1. Monthly reports, accurately detailing system performance relative to all Project SLAs, shall be submitted to NET RMA each month.</li> <li>2. System and, as necessary, manual reports shall be provided by the TSI to indicate performance.</li> <li>3. As agreed upon by TSA and NET RMA, the TSI shall provide complete reports (including cover page, table of contents, SLA table, and summaries).</li> </ol>	By the 15th of the following month	Cannot invoice for monthly maintenance without submitting this report.	Monthly
16.	Report Generation (> 1,000,000 records)	Report Generation pertains to the display of non-ad-hoc reports generated on all systems delivered under the scope of the Project. Measured from the time the user completes the report request in the UI to the time the report is displayed on screen. For measurement of this SLA, no more than three queries that will result in 1,000,000+ records returned will be conducted simultaneously.	Within 5 minutes for 1,000,000 – 1,999,999 records and an additional 5 minutes per additional 1,000,000 records	For each sample set's times taken as an average, for every 5 minutes or portion thereof outside the SLA, the TSI shall be subject to Liquidated Damages in the amount of 0.5% of the monthly maintenance fee	Monthly
17.	Report Generation (<1,000,000 records)	Report Generation pertains to the display of non-ad-hoc reports generated on all systems delivered under the scope of the Project. Measured from the time the user completes the report request in the UI to the time the report results are displayed on screen.	<p>Within 45 seconds 100.00%</p> <p>Within 15 seconds 95.00%</p>	For each sample set's times taken as an average, for every 1 minute, or portion thereof outside the SLA, the TSI shall be subject to Liquidated Damages in the amount of 0.5% of the monthly maintenance fee.	Monthly



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18.	VES	The Video Enforcement System (VES) shall capture all required images for each vehicle passing through a Toll Zone of either the front or rear license plate of the vehicle and correlated with the correct transaction, 99.90% of the time.	99.90%	\$100 per gantry location-per each 0.1% below threshold	Audits by NET RMA at their discretion, executed by NET RMA, with minimum transaction count as determined by audit confidence as a threshold.
19.	VES AET Availability	All Electronic Tolling (AET) Video Enforcement System (VES) shall be available 99.50% of the time, excluding scheduled maintenance.	Express: 99.50%	\$100 per each 0.5% below threshold	Monthly
20.	VES Non-AET Availability	Non-AET VES shall be available 95.00% of the time, excluding scheduled maintenance.	Non-Express: 95.00%	\$100 per each 0.5% below threshold	Monthly