

Service Level Agreement (SLA) between Factory and ICT Providers for Sugarcane Information System (SIS)

This Service Level Agreement (SLA) is made on(date) between(Name of Factory) of the one part and ICT provider of the second part.

All Sugar Factories in U.P. have to provide the following services under Sugarcane Information System (SIS) to its member farmers,

- A. Web based Grower Information System
- B. IVR based Grower Information System
- C. SMS based Grower Information System
- D. Hand Held Computer Weighing System at all out purchase centres

The norms for Performance, Uptime, Accuracy and Timelines will be as follows:

Website

1. **Scope:** A web-site for Farmer Information Services to be hosted and maintained by the ICT Provider on behalf of the factory for benefit of Sugarcane farmers. This will contain all farmer's data regarding sugarcane crop area, bonding, cane requisitions, purchases, and payments.
2. **Uptime:** This system will be up & running for minimum 99% of the time. In case it is not functioning, the same will be made up & running within 24 hours.
3. **Frequency of Update:** The data on the server will be updated at least once every business day. Later i.e. latest by 1st April 2012, the data will be accessed online directly from the factory server so as to provide up to the minute latest information to the farmer without any redundancy.
4. **Data Accuracy:** ICT Provider to ensure that the data displayed on the web-site is 100% accurate, as submitted to ICT Provider by the factory.
5. **Response Time:** ICT Provider to ensure that response time of the website to access any type of information by an average farmer is less than 10 seconds.
6. **Security:** ICT Provider to ensure that proper firewalls, anti-virus and other security measures are put in place to protect hacking threats on this web-site and also to prevent unauthorized access by a third party.
7. **Data Access Security:** The sensitive information pertaining to each farmer e.g. Payment Information, Lodging of Complaints etc, is to be made available

only on verification of a password. Bank account number may be used as a standard password alternatively.

8. **Audit Information:** ICT Provider to provide sufficient Audit Reports, Logs, and Audit Trails so as to easily verify the accuracy of the data on this website. Required audit reports are enclosed.
9. **Complaint Redressal:** In each incidence of any deviation from above defined norm, a written complaint will be sent to ICT Provider, by the factory through email.
10. **Mechanism to Redress Complaints:** A mechanism to be provided on website for redressing complaint with associated escalation and remedial procedures.
11. **Hit Counters:** Hit counters have to record every unique independent visit to the site.

SMS System

1. **Frequency of SMS :** All the transactions will be sent to the growers via the SMS to their mobile phone free of cost.
2. **SMS Sending:** Information has to be sent on SMS in HINDI language, within 12 hours of the transaction having occurred.
3. **QMS Response Time:** Response times for QMS will not be later than 5 Mins.

IVR System

1. **Toll Free Lines:** Each factory will provide adequate toll free lines for the growers to access their data.
2. **Data Accuracy:** The information available through IVRS will always be up to date at the time of IVR call.
3. **IVR Response Time:** Wait time of an IVR call getting answered should not be more than 2 minutes.

Hand Held Computers

1. **HHC Uptime:** HHC will always be up & running at each purchasing center.
2. **Standby HHC:** In case of a failure, standby HHC to be provided within 4 hours.
3. **Battery Life:** A fully charged battery should be capable of making minimum 100 purchase transactions.
4. **Data Loss Prevention:** There should not be any permanent loss of transaction data. There should be sufficient fallback options to take care of such eventuality.

5. **GPS Accuracy:** In case GPS is available and its use is mandatory, the accuracy will be 98% or higher.

Penalty

There will be penalty levied for not meeting the above norms. Penalty will be @ 1.0% of agreed service charges of this assignment, for every deviation of above norms subject to maximum penalty 10% of the service charge. Thereafter ICT Providers shall be changed.

In witness whereof parties to this SLA have signed on the date mentioned above.

For and on behalf of
Provider

For and on behalf of
Factory

Witness (1)

Witness (2)