

Request for Proposal for Application Development and Maintenance Services on XML Store platforms

Annex 5: “Application Development &
Maintenance Services Levels Requirements”

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1.0 Service Level Requirement

1.1 Objectives

A key objective of this service agreement is to attain service-level requirements (SLRs). Service Provider must consistently meet or exceed the following SLRs. Service Provider shall provide written reports to OECD regarding Service Provider's compliance with the SLRs specified in this SOW Schedule.

1.2 Application Development & Maintenance Service Level Requirements (SLRs)

Application Development & Maintenance/ Support Services Level Requirements are the performance metrics related to the services that Services Providers must provide on an ongoing basis, especially in response to requests for changes in the Applications.

The following minimum service levels are required, remedy actions will be defined and agreed in a statement of work document at the start of each main project. These SLRs provide a framework for defining project responsibilities that the service provider must fulfill when providing Application Development and Maintenance service delivery.

Table 1. Incident Handling SLRs

Incident Handling Service Level Requirements				
Service Type	Service Measure	Performance Target	Minimum Performance %	Measurement Interval
Availability of Support Staff	Availability / Elapsed time	As defined by OECD per application	95%	Weekly
Time to Respond	Priority level 1 Elapsed time for P1 / Severity Level 1 – Urgent	<4 business hours	95%	Monthly
	Priority level 2 Elapsed time for P2 / Severity Level 2 – Very High & Severity Level 3 – High	<1 business day	95%	Monthly
	Priority level 3 Elapsed time for P3 / Severity Level 3 – Medium and P4 / Severity Level 1 – Low	<2 business days	95%	Monthly
	Formula	Performance = Number of Transactions completed within required time/Total Transactions		
	Reporting Interval	Monitor Continuously, Report Monthly		

Incident Handling Service Level Requirements				
Service Type	Service Measure	Performance Target	Minimum Performance %	Measurement Interval
	Measurement Tool	Microsoft Team Foundation Server; Other specific tools may be agreed and defined as part of the project statement of work.		

Table 2. Maintenance and Support Satisfaction SLRs

Maintenance and Support Satisfaction Service Level Requirements				
Service Type	Service Measure	Performance Target	Minimum Performance %	Measurement Interval
Overall Satisfaction with Maintenance and support Services	Satisfaction Level	Surveyed OECD <i>key users</i> very unsatisfied or not satisfied with services based on User Satisfaction Questionnaire	Survey results must not exceed 25% response of clients indicating very unsatisfied or not satisfied	Yearly
	Formula	Performance = Number of not satisfied (or very unsatisfied) persons / Total number of persons asked		
	Reporting Interval	Monitor Continuously, Report Yearly		
	Measurement Tool	Microsoft Team Foundation Server; Other specific tools may be agreed and defined as part of the project statement of work.		

Table 3. Service coverage window

Description	Minimum Performance
Application Development and Maintenance team	Monday-Friday : office hours (8:00 – 18:00) CET (Paris time), or in the time zone served (CET, EST, PST, CT)
Monitoring, Reporting and Review services team	Monday-Friday : office hours (8:00 – 18:00) CET (Paris time)
Support services team	Monday-Friday : office hours (8:00 – 18:00) CET (Paris time)
Relationship management services team	Monday-Friday : office hours (8:00 – 18:00) CET (Paris time)

Table 4. Service Request SLRs

Service Request Service Level Requirements				
Service Type	Service Measure	Performance Target	Minimum Performance %	Measurement Interval
Service Requests (Proposals) for project size < 100 man days	Elapsed Time	Deliver proposal within target time: 7 business days after “OECD agreement” issue date	95%	Monthly
Service Requests (Proposals) for project size > 100 man days	Elapsed Time	Deliver proposal within target time: 10 business days after OECD agreement issue date	90%	Monthly
	Formula	Performance = Number of service requests (proposals) within target / Total number of service requests (proposals)		
	Reporting Interval	Monitor Continuously, Report Monthly		
	Measurement Tool	Microsoft Team Foundation Server; Other specific tools may be agreed and defined as part of the project statement of work.		

Table 5. Time needed to Process (minor) Enhancements after approval

Time needed to Process (minor) Enhancements after approval				
Service Type	Service Measure	Performance Target	Minimum Performance %	Measurement Interval
Processing Enhancements Requests	Elapsed time	Accepted before release to production : <ul style="list-style-type: none"> within 5 days of receipt of approval within 10 days of receipt of approval 	90% 95%	Monthly
	Formula	Performance = Number of Enhancement requests processed and accepted on time / Total number of approved enhancement requests		
	Reporting Interval	Monitor Continuously, Report Monthly		

Time needed to Process (minor) Enhancements after approval				
Service Type	Service Measure	Performance Target	Minimum Performance %	Measurement Interval
	Measurement Tool	Microsoft Team Foundation Server; Other specific tools may be agreed and defined as part of the project statement of work.		

Table 6. Quality SLRs

Quality Service Level Requirements				
Service Type	Service Measure	Performance Target	Minimum Performance %	Measurement Interval
Functional Requirements Met	Scale-based Opinion Survey	4.0 or higher on a 5.0 point scale	85%	Project Completion
Quality	Deviations from Specifications	Less than X errors/defects per Y units of completed tasks/coding found during UAT. Actual values to be defined and agreed as part of specific project statement of work.	95%	Monthly
	Formula	Performance = Number of tasks/units of code within target /Total number of tasks/units		
	Reporting Interval	Monitor Continuously, Report Monthly		
	Measurement Tool	Microsoft Team Foundation Server; Other specific tools may be agreed and defined as part of the project statement of work.		

Table 7. Ad-Hoc Resource Capacity SLRs

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Service Type	Service Measure	Performance Target	Minimum Performance %	Measurement Interval
Provide Service Provider's Resource in response to OECD request	Elapsed time	Resource at required OECD Site within 5 business days after request (unless mutually agreed otherwise)	≥80% of ad-hoc requests	Yearly
	Formula	Performance = Number of resource requests within target / Total number of resource requests		
	Reporting Interval	Monitor Continuously, Report Yearly		
	Measurement Tool	Microsoft Team Foundation Server; Other specific tools may be agreed and defined as part of the project statement of work.		

Table 8. Staff Turnover SLRs

Staff Turnover Service Level Requirements				
Service Type	Service Measure	Performance Target	Minimum Performance %	Measurement Interval
Staff turnover rate for Key Persons	Service Provider Key Persons assigned to the OECD account	Service Provider Key Persons prematurely removed from the OECD account unless mutually agreed between the parties	≤1 replacement per year AND ≤10%	Yearly
	Formula	Performance = Number of Provider Persons prematurely removed from account AND Performance = Number of Provider employees removed from OECD account / Total number of Provider employees working on OECD account		
	Reporting Interval	Monitor Continuously, Report Yearly		

"Key Person", as used in the tables above, refers to a member of the Key Personnel, as defined in specific project statement of work documents.

Table 9. Resource Replacement SLRs

Resource Replacement SLRs				
Service Type	Service Measure	Performance Target	Minimum Performance %	Measurement Interval
Replace Service Provider's Resource in response to OECD request	Available within requested number of Business Days	Resource not at required Site within 2 weeks after request (unless mutually agreed otherwise)	≤2	Yearly
	Formula	Resource requests not fulfilled within 2 weeks after request		
	Reporting Interval	Monitor Continuously, Report Yearly		
	Measurement Tool	Microsoft Team Foundation Server; Other specific tools may be agreed and defined as part of the project statement of work.		

Table 10. Staff training SLRs

Staff training Service Level Requirements				
Service Type	Service Measure	Performance Target	Minimum Performance %	Measurement Interval
Staff training	Per Service Provider employees assigned to OECD's account	40 hours of related technology training per year and per Service Provider employees	95%	Yearly
	Formula	Performance = Number of Service Provider employees trained / Total number of Service Provider employees working on OECD account		
	Reporting Interval	Monitor Continuously, Report Monthly		
	Measurement Tool	Microsoft Team Foundation Server; Other specific tools may be agreed and defined as part of the project statement of work.		

Table 11. Invoice Quality and Timeliness SLRs

Invoice Quality and Timeliness Service Level Requirements				
Service Type	Service Measure	Performance Target	Minimum Performance %	Measurement Interval

Invoice Quality and Timeliness Service Level Requirements				
Service Type	Service Measure	Performance Target	Minimum Performance %	Measurement Interval
Invoice	Per invoice	Invoice delivery will be agreed and defined as part of the project statement of work.	95%	Monthly
	Formula	Performance = Number of invoices provided and compliant within target / Total number of invoices received		
	Reporting Interval	Monitor Continuously, Report Monthly		
	Measurement Tool	Specific tools may be agreed and defined as part of the project statement of work.		