

S.No.	SLA Parameter	Periodicity	Metric Type	Target	Severity Level	Penalty
1	New UID IS Policy Documentation	One Time	Completion Time	As per agreed Time line	1 = One Month of delay from Target 2= Two Months delay from Target	5% of the total cost of the deliverable for every one month of delay
2	Existing UID IS Policy Review	Annual	Completion Time	As per agreed Time line	1 = One Month of delay from Target 2= Two Months delay from Target	0.1% of the respective quarterly payment for every month of delay
3	Designing of GRCP Framework	One time as part of Design and Implementation Phase; Review on an Annual basis subsequently	Completion Time	As per agreed Time line	1 = One Month of delay from Target 2= Two Months delay from Target	Design and Implementation phase: 5% of the total cost of the deliverable for every one month of delay
4	Implementation and Setting up of STARMC (including Forensics Lab, GRCP tools, Compliance dashboards, executive dashboards and other relevant scope of work as given in the Design and Implementation Phase	One Time as part of Design and Implementation phase; Review on an Annual basis subsequently	Completion Time	As per agreed Time line	1 = One Month of delay from Target 2= Two Months delay from Target	Design and Implementation phase: 2% of the total cost of implementation of STARMC for every one month of delay
5	Ongoing Compliance Dashboard Updation	Ongoing	Availability	>=99% per quarter	<99% per quarter (Severity 1)	0.1% of the respective quarterly payment
6	Ongoing Executive Dashboard Updation	Ongoing	Availability	>=99% per quarter	<99% per quarter (Severity 1)	0.1% of the respective quarterly payment
7	Risk Assessment Report / Gap Report	One time as part of Design and Implementation Phase; Review on an Quarterly basis subsequently	Completion Time	As per agreed Time line	1 = One Month of delay from Target 2= Two Months delay from Target	Design and Implementation phase: 5% of the total cost of the deliverable for every one month of delay. Ongoing Operations Phase: 0.1% of the respective quarterly payment for every month of delay
7	Risk Treatment Plan	One time as part of Design and Implementation Phase; Review on an Quarterly basis subsequently	Completion Time	As per agreed Time line	1 = One Month of delay from Target 2= Two Months delay from Target	Design and Implementation phase: 5% of the total cost of the deliverable for every one month of delay. Ongoing Operations Phase: 0.1% of the respective quarterly payment for every month of delay
8	Updation of Risk Treatment Plan	As and when needed	Completion Time	2 weeks from Risk Identification	1 =Two weeks of delay from Target 2= Four weeks delay from Target	0.1% of the respective quarterly payment for every two weeks of delay
9	Application Vulnerability Assessment Testing	Annual	CIA	As per agreed Time line	1 =Two weeks of delay from Target 2= Four weeks delay from Target	0.1% of the respective quarterly payment for every two weeks of delay
10	Application Penetration Testing	Annual	CIA	As per agreed Time line	1 =Two weeks of delay from Target 2= Four weeks delay from Target	0.1% of the respective quarterly payment for every two weeks of delay

11	Application Security Assessment	Annual	CIA	As per agreed Time line	1 =Two weeks of delay from Target 2= Four weeks delay from Target	0.1% of the respective quarterly payment for every two weeks of delay
12	Infrastructure Penetration testing	Half Yearly	CIA	As per agreed Time line	1 =Two weeks of delay from Target 2= Four weeks delay from Target	0.1% of the respective quarterly payment for every two weeks of delay
13	Security Focused Code Review	Annual	Defect Management	As per agreed Time line	1 =Two weeks of delay from Target 2= Four weeks delay from Target	0.1% of the respective quarterly payment for every two weeks of delay
14	Security Centric SDLC Review	Annual	Performance	As per agreed Time line	1 =Two weeks of delay from Target 2= Four weeks delay from Target	0.1% of the respective quarterly payment for every two weeks of delay
15	BCP / DR Process Assessments	Half Yearly	Completion Time	As per agreed Time line	1 = One Month of delay from Target 2= Two Months delay from Target	0.1% of the respective quarterly payment for every month of delay
16	Network Assessment: Local Area Network Infrastructure	Half Yearly	Completion Time	As per agreed Time line	1 = One Month of delay from Target 2= Two Months delay from Target	0.1% of the respective quarterly payment for every month of delay
17	Network Assessment: Wide Area Network	Half Yearly	Completion Time	As per agreed Time line	1 = One Month of delay from Target 2= Two Months delay from Target	0.1% of the respective quarterly payment for every month of delay
18	Physical Security Assessment – CIDR / DC / DR	Half Yearly	Completion Time	As per agreed Time line	1 = One Month of delay from Target 2= Two Months delay from Target	0.1% of the respective quarterly payment for every month of delay
19	Information Security Awareness/Social Engineering Review	Half Yearly	Compliance	As per agreed Time line	1 = One Month of delay from Target 2= Two Months delay from Target	0.1% of the respective quarterly payment for every month of delay
20	Incident Management	At incidence occurrence	Containment Response Time	4 hours from occurrence of an incident	1 = Four hours of delay 2= 8 hours of delay 3= 12 hours of delay 4= 24 hours of delay	Severity 1= 0.1% Severity 2= 0.2% Severity 3 = 0.5% Severity 4= 1% of the respective quarterly payment
21	Incident Closure Report	As and when needed	Time to Close	2 weeks from Incident Identification	1 = Two weeks of delay 2= 4 weeks of delay 3= 6 weeks of delay 4= 8 weeks of delay	Severity 1= 0.1% Severity 2= 0.2% Severity 3 = 0.5% Severity 4= 1% of the respective quarterly payment
22	Security Exception Management Report	Quarterly	Compliance	As per agreed Time line	1 = One Month of delay from Target 2= Two Months delay from Target	0.1% of the respective quarterly payment for every month of delay

23	Biometric Solutions related Assessments	Annual	Availability	As per agreed Time line	1 = One Month of delay from Target 2= Two Months delay from Target	0.1% of the respective quarterly payment for every month of delay
24	Root Cause Analysis Assessments	Need Basis	Response Time	As per agreed Time line	1 = One Week of delay from Target 2= Two Weeks of delay from Target	0.1% of the respective quarterly payment for every month of delay
25	Security Assessment of Data Encryption and Key Management	Half Yearly	Compliance	As per agreed Time line	1 = One Month of delay from Target 2= Two Months delay from Target	0.1% of the respective quarterly payment for every month of delay
26	Security Assessment Report on Portable Devices	Half Yearly	Compliance	As per agreed Time line	1 = One Month of delay from Target 2= Two Months delay from Target	0.1% of the respective quarterly payment for every month of delay
27	Review Biometric De-duplication process	Half Yearly	Performance	As per agreed Time line	1 = One Month of delay from Target 2= Two Months delay from Target	0.1% of the respective quarterly payment for every month of delay
28	Review and validate Fraud Management process	Half Yearly	Performance	As per agreed Time line	1 = One Month of delay from Target 2= Two Months delay from Target	0.1% of the respective quarterly payment for every month of delay
29	Review and validate secured letter printing and dispatch process	Half Yearly	Performance	As per agreed Time line	1 = One Month of delay from Target 2= Two Months delay from Target	0.1% of the respective quarterly payment for every month of delay
30	Reviews for SLA Process Assurance including - Validate the "Solution Acceptance Process" Validate the "Infrastructure Acceptance Process" Validate the "BoM Acceptance Process"	Half Yearly	Performance	As per agreed Time line	1 = One Month of delay from Target 2= Two Months delay from Target	0.1% of the respective quarterly payment for every month of delay
31	Governance, Risk and Compliance Reporting	Peiodic	Completion Time , Compliance	As per agreed Time line	1 = One Month of delay from Target 2= Two Months delay from Target	0.1% of the respective quarterly payment for every month of delay
32	Fraud Detection and Management	At Fraud detection	Containment Response Time	2 days from occurrence of fraud	1 = Four days of delay 2= 8 days of delay 3= 12 days of delay 4= 16 days of delay	Severity 1= 0.1% Severity 2= 0.2% Severity 3 = 0.5% Severity 4= 1% of the respective quarterly payment
33	Fraud Closure Report	As and when needed	Time to Close	2 weeks from Fraud Identification	1 = Two weeks of delay 2= 4 weeks of delay 3= 6 weeks of delay 4= 8 weeks of delay	Severity 1= 0.1% Severity 2= 0.2% Severity 3 = 0.5% Severity 4= 1% of the respective quarterly payment
34	Occurrence of Critical/ High Business Impact Incidents/ Fraud	Calculated on a per event basis		None	3= Occurrence of an event 4= if the incident/fraud is not contained in 4 hours	Severity 3 = 1% Severity 4 = 2.5% of the respective annual payment. Occurrence of 3 events in a year shall result in termination of contract

35	SLA performance reports	Quarterly	Completion Time	As per agreed Time line	1 = Two weeks of delay 2= 4 weeks of delay 3= 6 weeks of delay 4= 8 weeks of delay	Severity 1= 0.1% Severity 2= 0.2% Severity 3 = 0.5% Severity 4= 1% of the respective quarterly payment
36	All other deliverables included in the scope of work and 'Section V' - Clause 10.7 - Summary of list of deliverables' but not mentioned above	As defined in 'Section V' - Clause 10.7 - Summary of list of deliverables'	Completion Time	As per agreed Time line	1 = One Month of delay from Target 2= Two Months delay from Target	Design and Implementation phase: 1% of the total cost of the deliverable for every one month of delay. Ongoing Operations Phase: 0.05% of the respective quarterly payment for every month of delay