

## Appendix -3

# Application Hosting Service Service Level Agreement

## 1. Description of this Service Level Agreement

This Service Level Agreement ("SLA") sets forth the terms and conditions for having the Application Hosting Service provided by the National Data Center of BCC. By signing this SLA, the Customer acknowledges that (s)he has read, understood and agreed to be bound by all term's and condition's of this SLA, the accompanying fee schedule, the dispute policy and any rules or policies that are or may become effective when published/circulated by BCC in this regard.

## 2. Application Hosting Service

BCC provides physical spaces for National Data Center of BCC for hosting service. NDC provides two kinds of hosting services to its Customer like application hosting and web hosting services. Both hosting service based on Microsoft and Linux platform. NDC provides hosting services in **Basic, Standard, Advance & Premium** categories.

## 3. Service Provider Agreement

### 3.1 Service Availability

Since the data center is a tier-III standard data center, BCC ensures 99.982% uptime which is about 1 Hour and 35 minutes' downtime in a year. However, this uptime is applicable for power and HVAC system only.

The network availability is ensured through redundant network and internet backbone from two different IIG operators of Bangladesh. Apart from network, power and infrastructure availability is also ensured by BCC. The service availability mostly depends on the applications and on the underlying computing, network or storage infrastructure which is not part BCC in this particular SLA.

### 3.2 Schedule Maintenance

BCC conducts schedule maintenance of its infrastructure during when the service may not be available or the server response time may get slower. BCC will make every effort to limit the interruption of the service due to such maintenance. The maintenance period is always in the weekend and after the typical office hours. The Customer will be notified by email beforehand in such cases.

### 3.3 Emergency Maintenance

In case of any emergency maintenance required by BCC for NDC which may impact the service of the customer will be notified through email and mobile to the technical contacts provided.

### 3.4 Non-emergency Enhancements

Enhancements and changes that do not require a service outage and that do not affect user workflow are implemented upon completion. Enhancements and changes that require a service

outage are scheduled outside business hours. Users are notified at least two working days in advance when a non-emergency service outage is required to implement an enhancement or change.

#### 4. Incident/Service Request Management & Response Time

Service Request (SR) can be raised by the Customer in any of the following form:

Online Support : [support.bcc.gov.bd](mailto:support.bcc.gov.bd)  
Email Assistance : [datacenter@bcc.gov.bd](mailto:datacenter@bcc.gov.bd); datacenter@bcc.gov.bd

BCC is committed to provide an exceptional level of support for the whole life cycle of Customer services. BCC's **Support Service** will be available from 09:00 to 17:00 during weekdays except government holidays to respond to critical and non-critical issues that the Customer might be experiencing with the service. Considering the severity and time of reporting the SR, the Mean Time to Attend (MTTA) and Mean Time to Resolve (MTTR) for the service is given below:

Priority Code	Definition	MTTA (Mins)	MTTR (Hrs)
P1	Critical / Major	30	6
P2	High	30	10
P3	Medium	60	24
P4	Low	120	48

Notes on Priority Definitions:

Priority	Description
Critical / Major	The Incident has caused a stoppage, or has the potential to cause a stoppage on all or majority of the services being provided by the National Data Center.
High	The Incident has resulted in a work stoppage and has significantly impaired the user's ability to perform their normal business operation. A workaround is not available.
Medium	The Incident has not resulted in a work stoppage, but has impaired the user's ability to perform their normal business operation. A work around is available.
Low	The Incident has not impeded or disrupted the service and is more of an inconvenience, or all incidents that don't fit the Medium, High or Critical definition.

#### 5. Service Continuity

BCC does not provide any service continuity for Application Service as BCC DR is not built for such purpose. Service Continuity of customer service solely depends on how customer is planning their infrastructure while taking Application Hosting service. The DR of BCC is only applicable for BCC's internal systems and for certain services which includes Critical Managed Services and VPS services.

#### 6. Escalation Matrix

In the event of dissatisfaction with the services rendered, Customer may contact the Business

Relationship Manager, National Data Center, BCC. Following is the escalation matrix:

Escalation Level	Role	Name	Landline	Mobile	Email
Level1	Business Relationship Manager	Biswajit Tarapdar	+88-02-5500 6840	+88-01717-687792	biswajit.tarapdar@bcc.gov.bd
Level2 (After 3 Days of Level 1)	Management Representative	Hasan Uj Jaman	+88-02-5500 6840	+88-01760-403336	hasan.jaman@bcc.gov.bd
Level3 (After 2 days of Level 2)	Director Data Center	Tarique M Barkatullah	+88-02-5500 6840	+88-01670-974703	tarique.barkatullah@bcc.gov.bd

In case of any disagreement while defining any service severity or understanding service scope, authorized technical representatives from both the parties will finalize this issue and if the representatives fail to settle this issue, such cases will be escalated to the Top Management of the Customer and Top Management of NDC.

## 7. Ownership of Data

The data or content in the information system is the data of the corresponding Customer; BCC does not have any ownership and liability for the service, data or content managed by the Customer.

## 8. Service(s) Fee

Service Fee for **Application Hosting Service** of the NDC is stipulated in **Appendix-A**.

## 9. Dispute Policy

The Customer agrees to be bound by BCC Dispute Policy ("Dispute Policy"), which is hereby incorporated by reference and made a part of this Agreement. Any disputes regarding the service are subject to the Dispute Policy provisions in effect at the time this agreement has been signed. The Customer also agrees that, in the event a dispute arises with any third party, the Customer will indemnify and hold BCC harmless pursuant to the indemnification provision.

## 10. Revisions of this SLA

This SLA will be in effect indefinitely but may be superseded by a revised SLA, at the discretion of BCC, at any time. All revisions to this SLA will be announced by Email and official letter to the Customer at least one month before the change is to go into effect.

## 11. Disclaimer

BCC cannot be held liable for damages under any circumstances not specifically identified in this agreement. BCC cannot be held liable for the data or files that found on Customers data.

## 12. Special Notices

Any notices required to be given under this Agreement by BCC will be deemed to have been given if delivered in accordance with the contact information the Customer has provided.