**ANNEXURE A  
  
SCOPE OF WORK**

This Annexure forms the part of MASTER AGREEMENT BETWEEN BOB FINANCIAL SOLUTIONS LIMITED (BFSL) AND \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ FOR \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ AND OTHER BUSINESS ARRANGEMENTS dated \_\_\_\_\_\_\_\_\_\_\_\_\_\_.

1. Terms & Conditions mentioned in MSA ( Master Services Agreement) and subsequent SOW for \_\_\_\_\_\_\_\_\_\_\_\_ to be followed.
2. BoB’s scope of work is to provide production support services which includes defect/incident management, application maintenance & application performance monitoring. Production Support (Level 1 (L1) / Incident and defect Management) in \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Application for \_\_\_\_\_\_\_\_\_\_\_\_\_\_ services to be provided.
3. All other provisions of the Services Agreement remain in full force and effect, other than any provision that conflicts with the terms and spirit of this Agreement, which shall be deemed to be amended appropriately in order to be consistent with this Agreement. BFSL’s scope of work is to provide production support services which includes defect/incident management, application maintenance & application performance monitoring
   1. Below is the high level of scope of work to be executed and supported by BFSL for the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Application from following URL call onwards:
      * 1. Production Support (Level 2 (L2) / Incident Management) and Level 3 (L3) Support / Problem or Defect Management) in the \_\_\_\_\_\_\_\_\_\_ Application;
        2. Application configuration and development
        3. Managing and Maintaining the application across environments (Development, Test, Pre-Production, DR and Production) as per scope detailed.
        4. Software Implementation and Integration Test (“**SIT Testing**”);
        5. User Acceptance Testing (“**UAT**”) Support;
        6. Release and deployment management;
        7. Performance Optimization
   2. **Application Database and Server Administration Scope (L2/L3)**
4. Monitoring database for Application load performance;
5. Application Server Administration excluding infrastructure support;
   1. **Production Support**
      * 1. Production Support would include minor bug fixes, error resolutions and minor enhancements that are incidental to proper and complete working of the application.
        2. BFSL will attend to all L2/L3 related incidents and service requests of \_\_\_\_\_\_\_\_\_\_\_\_\_\_application assigned to them and ensure timely resolution.
        3. BFSL will provide workarounds and permanent fixes to incidents reported to ensure smooth continuity of business transactions.
        4. BFSL shall provide L2 and L3 support for incident and problem resolution as follows:
           1. L2 Support: This function will attend and resolve issues assigned to them with the help of knowledge base as well as some troubleshooting.
           2. L3 Support: Issues not resolvable by L2 support will be managed by the L3 support layer.

| **Role** | **Support Window** |
| --- | --- |
| **24x7x365 / 12 hrs on business days** |
| L1 Support |  |
| L2 Support |  |
| L2 Support |  |

* + - 1. Set of services to be provided by BFSL as a part of L2 and L3 support are as follows:

| **L2 Support** | **L3 Support** |
| --- | --- |
| Liaise with the L1 support personnel for the call information and resolution. Process to be defined for transition of tickets from L1 to L2. | Liaise with the L2 support personnel for the call information and resolution. |
| Day to Day Application monitoring and support activities.  Troubleshooting for performance related issues. | Participate in Release Management meetings. |
| Resolve calls within stipulated timeframe | Support during production roll-outs. |
| Coordinate with the L3 teams for resolution and provide necessary information as may be required by the team to resolve the issues. | Liaise with the support personnel for issue resolution. |
| Coordination with other Application Support personnel for issue resolution. | Coordination with other Application Support personnel for issue resolution. |

* + - 1. Any changes to the application, Scripts, configuration etc. will go through all phases of SDLC including Release Management and Deployment process. The test results must be documented and provided for approval before a decision is made to put the new release into UAT & finally into Production. All relevant system documentation should be updated and provided after any change in the production system.
      2. To resolve the production incidents, BFSL may be required to do some data validation/correction as approved by BOB.
      3. BFSL will provide user support in case of technical difficulties in use of the \_\_\_\_\_\_\_\_\_\_\_\_ application and any other requirement that may be incidental.
      4. When system related problems that impact the business are encountered, BFSL & <\_\_\_Vendor/Partner\_\_\_\_> will ensure they are jointly addressed under the supervision of BFSL.
  1. **Release and Deployment Management**
     + 1. BFSL will be responsible for services required to appropriately manage changes to the applications and any of the constituent components being developed.
       2. Services for the Release and Deployment Management will include activities required to appropriately manage and document changes to the underlying application and relevant environment components. These include the following:
          1. Recording the modifications to the Application and/or relevant environment for suitable tracking and auditing.
          2. The promotion of software changes across different phases of the lifecycle (e.g. development, testing and production), including management of the approval process, production turnover, and software migration control. Automated promotion of software changes will be applicable wherever it exists.
  2. **Maintenance of environments**
     + 1. BFSL will deploy the build and provide support across all environments.
       2. BFSL will ensure that the application code base is in sync across all the environments with the help of its Release Management team.
       3. BFSL will ensure that the application is up and running with periodic health checks.
       4. BFSL will undertake the above-mentioned activities either as a part of the routine production support activities or as a Change Request on a case to case basis post discussion with BOB.
  3. **Application Security**
     + 1. BFSL and BOB shall carry out the Application Support and Change Operations under the scope of this SOW in adherence with the IT Security Policy of BFSL and BOB respectively, including the following:
          1. Managing user creation, assignment of new user ID (User Identification) / role rights assignments only as per approval to be done by BOB.
          2. Periodic role rights verification as requested by BOB;
          3. BOB and BFSL to Support Audit process (Statutory / Regulatory / Internal) and validation cycle;
          4. Support in maintaining compliance with regulatory, law, standards, best practices.

1. BOB and BFSL will perform their system integrations with their respective application vendors and these vendors will be managed by both the entities separately as per their existing contracts with these vendors.
2. Software implementation services and operational support will be coordinated by the staff of the BOB and BFSL for their respective implementation.
3. BFSL will follow their existing Operational process, IT Security guidelines and any exception to this need to be jointly discussed and approved.
4. **Application Maintenance and Support Services**

BFSL will be responsible for the day to day maintenance of the application. BFSL will use its existing support application for creation and maintenance of support tickets. All SLA’s will be reported as per the reports generated from the tool by BFSL team.

1. This Addendum is entered into to supplement and modify the Master Agreement. Except as supplemented and/or modified hereby, the Master Agreement remains in full force and effect and shall continue to be effective and enforceable in accordance with its terms.
2. Subject to prior termination as provided in this addendum shall continue in force indefinitely thereafter, unless be specifically approved by vote of the Board of Directors.
3. **Application Enhancements (Change Request Management)**
   * + 1. Enhancements would include changes in the software due to statutory and regulatory changes and/or changes required due to changes in industry, BOB’s business needs and changes due to other insurance practices in India. Some enhancements may require configurations and parameterization changes.
       2. BFSL agrees (as per the terms agreed by way of Change Management Process) to deliver the Change Requests raised for enhancements, projects/module and application upgrades as per business requirement.
       3. The changes to be delivered will be a part of Change Management Process and would be mutually categorized for criticality based on business priorities.
       4. BFSL shall prepare a Requirement analysis document for the Change Request raised with clearly defined acceptance criteria.
       5. BFSL shall prepare a Solution document. BFSL shall review the solution vis-à-vis the acceptance criteria and finalize the Test cases.
       6. BFSL shall provide the effort estimates for design, design review (for major changes), development, code review, unit testing, documenting, SIT (Software Implementation and Integration Test) within a period agreed to by the Parties.
       7. BFSL shall deliver the changes as per agreed schedule with SIT Test reports.
       8. BFSL shall fix defects raised during UAT (User Acceptance Testing), Regression, Security testing done by BFSL or its designated testing vendors. The defects will be fixed based on the priority set out by BFSL.
       9. All major enhancements and application upgrades shall be reviewed and approved by the Solution Architects and System Analysts or Business Analysts and Development Teams (L3 or CR Team) for functionalities and integrations as a part of impacted technology streams.
       10. BFSL resources will need to understand the business requirement, prepare design and requirement documents, undertake configuration and coding, prepare build, test and deploy the build and provide support in UAT and production environment for the change as undertaken. BFSL shall ensure appropriate Knowledge Transfer to their production support team members to meet the desired application uptime.
       11. BFSL will ensure proper integration of \_\_\_\_\_\_ system with other BFSL systems. This may be done either by exposing existing application APIs/ web services or by creating new services as per the Change Requests approved by BFSL.
       12. For major Change Requests/ application upgrades/ critical business requirements, \_\_\_\_\_\_ will provide BFSL with the requisite lead time to ramp up the team to manage these changes. The lead time and criticality of requirement will be mutually agreed between BFSL. AND. \_\_\_\_\_. But it shall be noted that for business-critical requirements or regulatory changes, lead times may be shortened to meet business and compliance related objectives.
       13. BFSL shall perform necessary configuration changes using the template management tool in \_\_\_\_\_\_ for setting up policy, endorsement, renewal and other letter generation.
       14. All application enhancements will undergo an acceptance and sign-off framework mutually agreed by both parties.
       15. Understand and maintain end to end solution architecture from the Applications perspective;
       16. Adhere to application integration principles and secured development as per industry best practices;
       17. Collaborate and co-ordinate with the architecture, integration and service management, compliance & Information Security team of BOBand adhere to the design principles laid down at BOB;
       18. Provision for architecture design features to ensure that the system can scale as needed for future transaction volumes;
       19. Provide impact analysis, development and maintenance support for application integrations by way of Change Requests;
       20. Participate in Change Request meetings held by BOB and BFSL;
       21. Provide necessary logs and help to the Infrastructure team and other application vendors to resolve defects, performance related issues etc.;
       22. Work closely with the BOB for Testing and resolve the defects raised.
       23. Perform detailed assessment of the functional requirements and reporting requirements and prepare Functional Requirement Document with requirement traceability;
       24. Functional Impact analysis pertaining to integrated components;
4. **Training & Knowledge Transfer:** Staff education and training will be taken care by the BoB and BFSL internally separately for their staff.
   * + 1. Plan trainings for new functionalities or upgrades within various teams.
       2. Handholding assistance provided by BFSL as part of testing, release and deployment.
       3. Hands-on assistance to the users to resolve any operational doubts as and when needed while the application is in operation.
       4. Creating or Updating the Knowledge database/documents and keep them up to date with all the functionality available in Production. Creation of new documents is limited to applications maintained by BFSL.
5. **Escalation Mechanism**

| **Escalation Level** | **BFSL** |  |
| --- | --- | --- |
| Level 1 |  |  |
| Level 2 |  |  |
| Level 3 |  |  |

1. **Documentation**

BFSL activities for a project governance for documentation perspective have been outlined below:

* + - 1. Document all the changes incorporated in the application software and also improve the documentation of existing user / system reference manuals, create / update standard operating procedures for applications/modules wherever it is necessary and possible.
      2. Project documents are to be kept up-to-date during the course of the Agreement. BFSL shall maintain a log of the internal review of all the deliverables submitted. Soft copy of logs shall be submitted to BFSL on a need basis upon request.
      3. All project documents will be reviewed and signed off by BFSL.
      4. The language of communication and documentation will be English.

1. **Service Levels**
   1. **Support Window**

The support window for the applications’ production support would be from 9.00 AM to 06.00 PM per day, 5 days a week.

* 1. **Response & Resolution Time**

***Incident Response / Resolution time***

| **Severity Level** | **Description** | **Response & Resolution Time** |
| --- | --- | --- |
| P1 – Critical | * Major impact on the operations leading to production hold up * Application crashes and crashes repeatedly after restart attempts   Problem due to which 500 or more users cannot access the application | During Business Hours: 8 hours |
| P2 – High | * Substantial impact on the operation; acceptable workaround for some period * Major functionality is unavailable and impacts 200 to 499 users | During 2 working Days |
| P3 – Moderate | * Low impact to the operations * Application issue impacting 100 to 200 users | Within 10 working days |
| P4 – Minor & Service Requests | * Service Requests * Other minor issues | 25 Working Days OR basis the analysis of the efforts required. |

***Service Levels to be met for response and resolution of Incidents/service requests in the \_\_\_\_\_\_\_\_\_\_\_\_\_ Application.***

**IN WITNESS WHEREOF**, the Parties have executed this Agreement on the date first written above.

|  |  |
| --- | --- |
| For \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | For BOB FINANCIAL SOLUTIONS LIMITED (BFSL) |
| Signature: | Signature: |
| Name: | Name: |
| Designation: | Designation: |