

With reference to the queries received from the bidders for the RFP (Request for Proposal) for “Engaging a Service Provider for Local Area Network/Hardware Maintenance & Allied Services ” and the pre bid meeting held on 19-07-2016, the modified SLA is provided here under. This is to be read along with the initial RFP released on 01-07-2016.

**Service Level Agreement Terms**

**Time limits to attend faults**

All calls must be attended within time frame as listed below:

<b>Severity</b>	<b>Description</b>	<b>Response Time</b>	<b>Resolution Time</b>
MAJOR	SWITCH	8 Hours	48 Hours
MINOR	Desktop, Printer (MFP), Scanner, UPS, LAN	8 Hours	72 Hours

The resolution time would be considered as the maximum downtime allowed.

**Equipment to be repaired outside the office premises:**

Any equipment that could not be repaired at the office premises may be transported by the Vendor to their workshop for repairs. The cost of to and fro transportation will be borne by the Vendor.

**Post Resolution of Complaints**

On resolution of complaint(s), the vendor shall obtain a certificate to that effect in a standard format from the Nodal Officer of the office. A copy of which shall be submitted alongwith the quarterly bill.

For the purpose of calculating penalties following matrix will be used:

<b>S. No.</b>	<b>Job Description</b>	<b>Baseline</b>	<b>Payment</b>	<b>Lower Performance</b>	<b>Payment</b>	<b>Breach</b>	<b>Payment</b>
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S. No.	Job Description	Baseline	Payment	Lower Performance	Payment	Breach	Payment
1.	Commissioning of complete Network at all locations.	T +45 Days	First Installment – at the end of quarter	Delay by 2 Weeks	Deduct 10% of Quarterly payment (QP)	Greater than 2 Weeks	Deduct 20% of QP. Any delay beyond 2 Weeks may result in cancellation of Work Order
2.	Repair Not carried out as per the resolution time	<b>Major</b> - 48 Hours <b>Minor</b> - 72 Hours	No Deduction	Delay by 1 day	Deduct 5 % of QP	Greater than 1 day	Deduct 5 % per day delay upto maximum limit of 20%
3.	Anti Virus Installation	15 days From the date of Request letter for Installation of Anti Virus	No Deduction on Quarterly Payment	Delay by 1 week	Deduct 10% of Quarterly payment (QP)	Greater than 1 Week	Deduct 5 % per week delay upto maximum limit of 20%
4.	Short Term Engagement of Professionals	30 days from the date of Request letter of the department	No Deduction on Quarterly Payment	Delay by 2 weeks	Deduct 5% of Quarterly payment (QP)	Greater than 2 Weeks	Deduct 5 % per fortnight delay upto maximum limit of 20%

T = Date of placement of Work Order.

QP = Quarterly payment payable to service provider 3.

- Call will be considered logged from the date and time of the mail sent by the department officer / official.

- Call will be considered closed from the date and time of verification of resolution from the concerned nodal officer of the Department