

Re: RFP for “Procurement of services of System Integrator for Network Maintenance” Ref CO/IT-DT/NW/RFP/SI/2025-26/03 Dated: 10/10/2025

Revised Service Level Agreements (SLA)

1. Penalty applicable for AMC

A) Cases not requiring replacement of equipment/part thereof	
Call resolved within 4 working hours after the allowed MRT	3 % of the QMC for the equipment
Call resolved after 4 working hours and within 8 working hours after the allowed MRT	5 % of the QMC for the equipment
Call resolved beyond 8 working hours after the allowed MRT but within 40 working hours after the allowed MRT	10% of the QMC for the equipment plus additional 2% for each working hour of the QMC for the equipment till the complaint is closed, maximum penalty is 50% of the QMC amount of the equipment
Call resolved after 40 working hours after the allowed MRT	LIC reserve the right to replace the equipment and deduct the amount from any payable to the vendor

The above penalty will not be applicable for cases requiring replacement of faulty equipment.

B)Cases requiring replacement of faulty equipment/ part thereof			
	For CO/COLO locations	For ZO/DO locations	For other locations
MRT allowed	8 Hours	One working day	Two working days
Delay upto 5 working days beyond MRT	10% of the QMC for the equipment for each working day of delay maximum penalty 50% of QMC	10% of the QMC for the equipment for each working day of delay maximum penalty 40% of QMC	10% of the QMC for the equipment for each working day of delay maximum penalty 30% of QMC
Delay beyond 5 working days	100% of the QMC for the equipment.	10% of the QMC for the equipment for each working day of delay maximum penalty 80% of QMC	60% of the QMC for the equipment

2. Penalty for on-site support

Sl No.	Description	Penalty applicable
a	Deployment of L1/L2/L3 resources at specified locations beyond six weeks from date of acceptance of PO	Rs.1000/- per resource for every completed week of delay, maximum penalty Rs.10,000/- per resource
b	Any type of performance related adverse reporting about the on-site Engineer	Rs.1000/- per resource per incident
c	Absence of L1 resource without replacement	Rs. 500/- per working day*
d	Absence of L2 resource without replacement	Rs. 1000/- per working day*
e	Absence of L3 resource without replacement	Rs. 2000/- per working day*

* No invoice should be generated for the period of absence of the on-site engineers.