

Section-G: Revised Service Level Agreement (SLA)

Definition of uptime:

Working days: Seven days a week (Monday to Sunday)

Uptime Calculation: The percentage uptime shall be calculated on quarterly basis as follows:

$$\text{Availability (in \%)} = \frac{(\text{Total no of Hours in quarter} - \text{Total Outage Hours in quarter})}{(\text{Total No of Hours in quarter})} \times 100$$

The vendor has to ensure adherence to time-schedules given in this RFP. Non-adherence will attract penalties as given below:

PENALTIES FOR DOWNTIME of LINKS :

Levy of penalties is without prejudice to other rights and remedies available under this agreement:

Level of Network uptime per Quarter	Downtime Penalty
Committed SLA >= 99.90 %	-NIL-
>= 99.45% but < 99.90%	5 % of Quarterly Charges
>= 98.95% but < 99.45%	7.5 % of Quarterly Charges
>= 98.45% but < 98.95%	10 % of Quarterly Charges
>= 97.95% but < 98.45%	15 % of Quarterly Charges
< 97.95 %	20 % of Quarterly charges and LIC also reserves the right to terminate the contract.
	Further if the number of time the link is down for more than one hour during a month, exceeds 3, LIC reserves the right to terminate the link
PACKET LOSS / DROP: In case the packet loss/drop is greater than the committed parameter.	Rs. 4000.00 per event in business hours (8AM to 8PM) Rs. 2000.00 per event beyond business hours

1. Delay in delivery of services:

SN	Description	Penalty
1	Delay in commissioning of links, as per the specifications, beyond 12 weeks from the date of receipt of the purchase order.	0.5 % of the total Contract Value per week of delay or part thereof.
2	Delay in request for details of information from LIC beyond 1 week from the date of receipt of LIC's letter about bidder's selection as successful bidder.	0.05% of the total Contract Value for every week of delay or part thereof.
3	Delay in providing /27 Public IP addresses (IPv4) and /48 Public IP addresses (IPv6) for the link beyond 11 weeks.	0.05% of the total Contract Value for every week of delay or part thereof.

4	If the first (introductory) meeting is not held within 2 weeks from the date of receipt of the first Purchase Order and/or escalation matrix is not submitted.	Rs. 500/- per day for the delayed part
5	Delay in providing complete escalation matrix for offsite support beyond 4 weeks from date of issue of PO	Rs. 500/- per day.

Exclusions from downtime calculation include the following:

1. Downtime because of LAN cabling faults at LIC
2. Scheduled downtimes (which are approved by LIC) on account of preventive maintenance, system testing, system upgrades etc.
3. All failures due to source power unavailability and power conditioning, UPS failure etc. at LIC
4. Force Majeure conditions defined above or any condition not foreseen but mutually agreed by both the parties.
5. Downtime due to any device/appliance managed by the LIC.

Penalty caps:

- ❖ The total penalty for delivery and installation of Internet Leased Link shall not exceed 10 % of the Contract value
- ❖ The total penalty for quarterly payments for Internet Leased Link shall not exceed 20 % of the quarterly charges