

Annexure 11 - Service Levels

S. No.	Meas	Definition	Measurement Interval	Uptime/Availability	Impact	Penalty During				Remarks
						Warranty		AMC		
						%	Cost included	%	AMC charges included	
1	Return Air Temperature (Precision Acs)	This SLA would measure the Return Air temperature at Sensors Suitably placed in the Data Center. The Successful bidder should ensure that the Return air temperature is maintained at 23-25 degrees Centigrade and humidity at 50 ± 5 % at all times. Penalty would be applicable in all the cases where the temperature would increase beyond the specified limit. However, in case of the temperature decrease no penalty would be applied.	Monthly	Return air temperature 23-25° Centigrade and humidity at 50 ± 5 %	NIL	NIL				
				Return air temperature is >25 and <= 26 Centigrade or humidity is >55 and <=56	continuously for >10 and <= 30 minutes	0.1	Warranty cost mentioned in commercial sheet for the item under Precision Air-conditioning Unit	1	AMC charges mentioned in commercial sheet for the item under Precision Air-conditioning Unit	For more than 60 minutes 1% (warranty) or 5% (AMC) charges would be levied extra for each additional hour upto a maximum of 4 hours and thereafter, Bank has the discretion to cancel the contract.
				Return air temperature is >26 and <= 27 Centigrade or humidity is >56 and <=57	continuously for >10 and <= 30 minutes	0.5		3		for more than 60 minutes 2% (warranty) or 10% (AMC) charges would be levied extra for each additional hour upto a maximum of 4 hours and thereafter, Bank has the discretion to cancel the contract.
				Return air temperature is >27 and <= 28 Centigrade or humidity is >57 and <=58	continuously for >10 and <= 30 minutes	1		5		for more than 60 minutes 5% (warranty) or 20% (AMC) charges would be levied extra for each additional hour upto a maximum of 4 hours and thereafter, Bank has the discretion to cancel the contract.
				Return air temperature is >28 or humidity is >58	continuously for >10 and <= 30 minutes	2		10		Only one/four such incident occur in quarterly/annually respectively. More than that event of default escalation for termination process
				Return air temperature is >27 and <= 28 Centigrade or humidity is >57 and <=58	continuously for >30 and <= 60 minutes	3		15		
Return air temperature is >28 or humidity is >58	continuously for >30 and <= 60 minutes	5	20							
							25			

Note 1. High availability equipment is not rectified/replaced within 4 hours is considered as default and escalation with the successful bidder management for termination

2. CTR of the equipment is not rectified/replaced within 4 hours is considered as default and escalation with the successful bidder management for termination

3. The penalty amount will be calculated as per the Uptime/Availability mentioned in the Service Levels to an overall cap in a year of 10% of the Total Contract Value