

Other terms of SLA

1. Bidder will be responsible for onsite maintenance and operations for 3 years from the date of hand over.
2. During the period of SLA the vendor shall ensure proper functioning of the HIMSR Data Center Network Components and keep an Uptime of 99% (ninety nine percent) per month.

Uptime is defined as follows:

Uptime (in %) = $\frac{\text{Total no. of hours in the month of all devices} - \text{Total Downtime (in hours of all devices in avg)}}{\text{Total no. of Hours in the month}} * 100$

Average uptime/Downtime of each device/component as mentioned in point no.3 below.

3. For the purpose of measurement, “**downtime**” or “**fault duration**” constitutes any period of time during which the network connection is not usable for DATA, VOICE & VIDEO. Cause of downtime include:
 - Network Connection equipment failures at HIMSR Data Center
 - Process failure
 - Any failure in the entire solution provided for Data Center.
 - Cable fault in the Data Center network e.g. LAN cable, internal OFC patch cords, patch panel etc.
4. If the network uptime for the applicable year is below the uptime of 99%, then a penalty .5% of project value will have to be paid by the bidder. For this purpose the number of days in a year is taken as 365 leading to a total duration of 8760 hours per year.
5. All change requests will be routed to bidder for next 3 years and will be taken care by the bidder as a part of warranty with zero cost.
 - a) You have to share the 24*7 helpline number to us. **There must be an email as well as Telephone Helpline from Bidder.**
 - b) Turnaround time for completion of any change request will be 4 hrs. **Any deviation will attract a penalty of Rs. 500 per day.**
6. Issue response time must be 2 hour.
7. Issue resolution time must be same business day. Any deviation will attract penalty of Rs. 500 per day.
8. Any spare replacement will be completed in next business day. Any deviation will attract a penalty of Rs. 500 per day.
9. The **Bidder** shall take immediate action to carry out any rectification work and restore the installation to its normal operating conditions upon receipt of the complaint from the officer in –charge of the END –User or his representatives.
10. A Comprehensive SLA report must be submitted by the SI by the end of every quarter.