

Annexure 10 – Service Levels

Bidder shall ensure compliance with the SLAs defined in the RFP. This section describes the service levels that has been established for the services offered by the bidder to Bank. The bidder shall monitor and maintain the stated service levels to provide quality customer service to Bank.

The temporary substitute equipment should be replaced by the original equipment duly repaired or replaced with similar equipment of same capacity or higher capacity, within 3 days, failing which a penalty in rupees per day as specified in **Annexure 6** Minimum Technical Specifications Penalty Clause of item cost will be imposed for the number of days exceeding 3 days subject to a maximum of 10 % of the equipment cost/fixed amount as per **Annexure 6**

Penalty Clause is as under.

Sl.No.	Devices	Downtime exceeding Numbers of days	Penalty Percentage/Amount
1	Video Endpoint	3	1% of the device cost per day to a maximum of 10% of product cost of device

- The reporting of fault\downtime will be through a telephonic message or any other mode as Central Bank of India may decide.
- Bank expects the bidder to complete scope of the project including delivery, installation and integration with Bank's existing VC infrastructure within the timeframe specified in this RFP. Inability of the bidder to either provide the requirements as per the scope or to meet the timelines as specified would be treated as breach of contract and would invoke the penalty clause. The proposed rate of penalty would be 1 % of the value of the cost of the product per week of delay or non-compliance.
- Overall cap of all the penalties over the tenure of the contract will be 10% (ten percent) of the contract value.

Incident Matrix

Incident to be Reported within (If unresolved)	Escalation Hierarchy (Details will be provided to successful bidder)
2 hour	Support Engineer & IT Engineer of Bank
4 hours	Chief Manager IT (Bank)
8 hours	Assistant General Manager (IT) & Chief Manager IT
> 16 hours	General Manager (IT) & Deputy General Manager IT