

**GOVERNMENT OF MANIPUR
DEPARTMENT OF INFORMATION TECHNOLOGY**

CORRIGENDUM

Imphal, the 22nd June, 2020

No. 15/3/2010-DIT (Pt-2): Reference to this Department Tender Notice of even No. dated 10th June, 2020 and e-Tender ID 2020_MoIT_868_1, in Annexure-IV, Technical Qualification Detail the following modification may be noted:

Serial No. 1, "Average annual turnover of bidder one of the last 3 financial years (FY 2015-16, 2016-17, 2017-18)" may be read as "Annual turnover of the last 3 financial years i.e. 2016-17, 2017-18 and 2018-19.

Serial No. 2. "No. of providing IT service involving outsourcing deploying of Technical Manpower. (Based on Work order/LOI) may be read as "The bidder having experience in providing IT Services (Based on Work order/LOI)".

2. The **Annexure-A** and **Annexure-B** mentioned in the Scope of work in the Tender document are also enclosed herewith.



(Nambam Deben)

Director (IT)

Imphal, the 22nd June, 2020

15/3/2010-DIT (Pt-2):

Copy to:

1. Additional Chief Secretary (IT), Government of Manipur.
2. Web Manager, DIT, Manipur
- To upload the Notification at <http://manipur.gov.in>
3. Guard File.

Annexure-A**List of Physical infrastructure**

S No.	Particulars	Asset Number	Make	Model	Serial
Electrical System					
1.	UPS System	UPS-120KVA_1	Riello- 120KVA UPS System	MPS 120LH-PARALLELO	MM07AP310180002
		UPS-120KVA_2	Riello- 120KVA UPS System	MPS 120LH-PARALLELO	MM07AP310180001
		UPS- 10KVA_1	Riello- 10KVA UPS System	UPS MST 10 AOP	MM08UT311630001
2.	BATTERY BANK	BATTERY BANK_4A(UPS10KVA 1)	NA	NA	NA
		BATTERY BANK_1A (UPS120)	NA	NA	NA
		BATTERY BANK_1B (UPS120)	NA	NA	NA
		BATTERY BANK_2A (UPS120)	NA	NA	NA
		BATTERY BANK_2B (UPS120)	NA	NA	NA
3.	Diesel Generator (DG Set)	Diesel Engine 1	Kirlonskar Green	6K 1080TA	6H5245/1100071
		Diesel Engine 2	Kirlonskar Green	6K 1080TA	6H5245/1100070
4.	Stabilizer	Servo Stablizer_1	Abhishek Electricals (kelvolt)	SCVS250	10047
		Servo Stablizer_2	Arzoo Energy	250KVA	TP1307020
5.	Electrical Panels	PAC panel_1	Shivam Electricals	PAC 13	S.E/13/10-11
		PAC panel_2	Shivam Electricals	PAC 13	S.E/13A/10-11
		APFC -Panel	PROLIFIC	APFC 03	PSTPL/03/12-13
		Synchronization Panel	Shivam	Synchronizing 16.	S.E/16/11-12
		Main LT Panel-1	Shivam Electricals	LT DIST. 12	S.E/12/10-11
		Main LT Panel-2	Prolific	LT 01	PSTPL/01/12-13
		Main Incomer LT Panel-1	Prolific	MIC 02	PSTPL/02/12-13
6.	PDU	PDU_SH_1	Shivam	PDU 14	S.E/14/10-11
		PDU_SH_2	Shivam	PDU 14	S.E/14A/10-11
7.	PAC auto changeover	PAC_auto_changeover -01	Shivam	Auto Changeover 15	S.E/15/10-11
Integrated Building Management System (IBMS)					
8.	Gas Release panel	Gas Release panel_1	Ravel	REGR/Equivalent	18616-12-10
		Gas Release panel_2	Ravel	REGR/Equivalent	18617-12-10
9.	Rodent Repellant panel	Rodent Repellant panel_1	R-SCAT	Je-24BL	R/111/4567
		Rodent Repellant panel_2	R-SCAT	Je-24BL	R/111/6789
		Rodent Repellant panel_3	R-SCAT	Je-24BL	R/111/5688
10.	BMS Panel	BMS_Panel_1	Honeywell	NA	NA

11.	Water Leakage Detection System	BMS_Panel_2	Honeywell	NA	NA
		BMS_Panel_3	Honeywell	XL800- Exp Controller	102763614
		WLD_Panel	Jayfire/Saini	4 zone panel	31/10/13/07
		Hooter-1	Safeway	NA	NA
		Hooter-2	AGNI	NA	NA
		Hooter-3	AGNI	NA	NA
		Hooter-4	AGNI	NA	NA
		Hooter-5	AGNI	AD-502	NA
		Hooter-6	Safeway	NA	NA
		Hooter-7	Safeway	NA	NA
12.	Fire Extinguisher	Fire Extinguisher_Main Entry_1	Kanex	KFC 703/10	170746
		Fire Extinguisher_BMS Room	SafeZone	5	82/2/419
		Fire Extinguisher passage emergency_1	Kanex	KFA 375/10	18723
		Fire Extinguisher_Main Entry_2	Kanex	KFA 375/10	18724
		Fire Extinguisher passage emergency_2	Kanex	KFA 375/10	18726
		Fire Extinguisher_UPS Room	Kanex	KFA 375/10	18725
		Fire Extinguisher_Store Entry_1	SafeZone	8	82/6/798
		Fire Extinguisher_Store Entry_2	SafeZone	5	52/2/416
		Fire Extinguisher_Ramp_1	SafeZone	16	52/6/1550
		Fire Extinguisher_Ramp_2	SafeZone	5	52/2/417
		Fire Extinguisher_Passage_1	SafeZone	16	52/6/1546
		Fire Extinguisher passage_2	Kanex	KCA2	647
13.	Access Control System	Access_panel	Honeywell	CTU A04	E197303
		Biometric_Access_SH_Entry_point	HID	BIO Class	0111-D8926
	Door	Main Entrance Door1	Aluminum Frame Glass Door	NA	NA
		Main Entrance Door2	Aluminum Frame Glass Door with magnetic lock	NA	NA
		Server Ramp_Door	Aluminum Frame Glass Door with magnetic lock	NA	NA
		Telco_Room Door	Aluminum Frame Glass Door with magnetic lock	NA	NA

		NOC Entrance Door	Aluminum Frame Glass Door with magnetic lock	NA	NA
		UPS_Room Door	Fire Resistant door with magnetic lock	NA	NA
		BMS_Room Door	Aluminum Frame Glass Door with magnetic lock	NA	NA
		Media_Room Door	Aluminum Frame Glass Door with magnetic lock	NA	NA
		SH_Entrance Door	Fire resistant door with magnetic lock	NA	NA
		SH_Exit Door	Fire resistant door with magnetic lock	NA	NA
		Passage Emergency Exit Door	Fire resistant door with magnetic lock	NA	NA
		Fire resistant Window Panel_1	Fire Resistant Pane	NA	NA
		VC Room Door	Aluminum Frame Glass Door with magnetic lock	NA	NA
14.	Emergency Door Release	Emergency Door Release-1	AGNI	NA	NA
		Emergency Door Release-2	AGNI	NA	NA
		Emergency Door Release-3	AGNI	NA	NA
15.	CCTV System	Camera MSDC_001	Honeywell	HDC 890PV	I8901222008866
		Camera MSDC_002	Honeywell	HDC 890PV	I8901222008776
		Camera MSDC_003	Honeywell	HDC 890PV	I8901222008723
		Camera MSDC_004	Honeywell	HDC 890PV	I8901222008716
		Camera MSDC_005	Honeywell	HDC 890PV	I8901222008727
		Camera MSDC_006	Honeywell	HDC 890PV	I8901215008017
		Camera MSDC_007	Honeywell	HDC 890PV	I8901215008026
		Camera MSDC_008	Honeywell	HDC 890 PV	I8901225009508
		Camera MSDC_009	Honeywell	HDC 890 PV	I8901222008465
		Camera MSDC_010	Honeywell	HDC 605P	I1020008140
		Camera MSDC_011	Honeywell	HDC 605P	I1020008138
		Camera MSDC_012	Honeywell	HDC 605P	I1020008141
		Camera MSDC_013	Honeywell	HDC 605P	I1020008148
		Camera MSDC_014	Honeywell	HDC 605P	I1020008139

		Camera MSDC_015	Honeywell	HDC 605P	I1020008149
		CPU_(EBI System)	Dell	D03D	2BF17BS
		Monitor_(EBI System)	Samsung	B2230	0018HPGZ904547X
		CCTV_DVR Monitor	Samsung	LA32D403E2LXL	MQ503EBD200178L
		CCTV_DVR	Honeywell	HD16DVR-C	12042500048
		CCTV_DVR_Keyboard	Dell	SK-8115	E145614
		Monitor_BMS_Keyboard	HP	SK-2885	537746-L31
		CCTV_DVR_Mouse	NA	Optical Mouse	120300828
16.	FM Gas Cylinder	FM 200 CYLINDERS-01	UTC Fire & security	ABC Type	B2C80B-1901
		FM 200 CYLINDERS-02	UTC Fire & security	ABC Type	B2C80B-1903
		FM 200 CYLINDERS-03	Fire Grip	ABC Type	NJ6774
		FM 200 CYLINDERS-04	Fire Grip	ABC Type	NJ6782
		FM 200 CYLINDERS-05	Fire Grip	ABC Type	NJ6651
		FM 200 CYLINDERS-06	Fire Grip	ABC Type	NJ6694
		FM 200 CYLINDERS-07	Fire Grip	ABC Type	NJ8368
17.	Temperature and Humidity Sensor	RH_Temp_1	Greystone	RH110B03C1A2	5409-50
		RH_Temp_2	Greystone	RH110A03C2E2	5077-2
		RH_Temp_3	Greystone	RH110A03C2E2	5077-4
		RH_Temp_4	Greystone	RH110A03C2E2	5077-3
		RH_Temp_5	Greystone	RH110B03C1A2	5409-39
		RH_Temp_6	Greystone	RH110A03C2E2	5077-1
		RH_Temp_7	Greystone	RH110A03C2E2	5077-5
		RH_Temp_8	Greystone	RH110B03C1A2	5437-28
		PA_Rack_Val_rack	BOSCH	NA	NA
18.	Fire Alarm Panel	Fire Alarm Panel	Honeywell	XLS200	260325
	Smoke Detector	False ceiling_SMK_Detector_01	Honeywell	XLS-PHS	010200123410296360
		False ceiling_SMK_Detector_02	Honeywell	XLS-PHS	010200143422144413
		False ceiling_SMK_Detector_03	Honeywell	XLS-PHS	010200163422144345
		False ceiling_SMK_Detector_04	Honeywell	XLS-PHS	010200183422144246
		False ceiling_SMK_Detector_05	Honeywell	XLS-PHS	010200213422145496
		False ceiling_SMK_Detector_06	Honeywell	XLS-PHS	010200223422144369
		False ceiling_SMK_Detector_07	Honeywell	XLS-PHS	010200243422145403
		False ceiling_SMK_Detector_08	Honeywell	XLS-PHS	010200033422144239
		False ceiling_SMK_Detector_09	Honeywell	XLS-PHS	010200303410296445

	False ceiling_SMK_Detector_10	Honeywell	XLS-PHS	010200083410294915
	False ceiling_SMK_Detector_11	Honeywell	XLS-PHS	010200403410295196
	False ceiling_SMK_Detector_12	Honeywell	XLS-PHS	010200043410295356
	False ceiling_SMK_Detector_13	Honeywell	XLS-PHS	010200453410296803
	False ceiling_SMK_Detector_14	Honeywell	XLS-PHS	010200463410295141
	False ceiling_SMK_Detector_15	Honeywell	XLS-PHS	010200113410294700
	False ceiling_SMK_Detector_16	Honeywell	XLS-PHS	010200023410296483
	False ceiling_SMK_Detector_17	Honeywell	XLS-PHS	010200483410295707
	False ceiling_SMK_Detector_18	Honeywell	XLS-PHS	010200073410296346
	False ceiling_SMK_Detector_19	Honeywell	XLS-PHS	010200053410295165
	False ceiling_SMK_Detector_20	Honeywell	XLS-PHS	010200103410294830
	True Ceiling_SMK_Detector_01	Honeywell	XLS-PHS	010200133422145434
	True Ceiling_SMK_Detector_02	Honeywell	XLS-PHS	010200153422144406
	True Ceiling_SMK_Detector_03	Honeywell	XLS-PHS	010200173422145274
	True Ceiling_SMK_Detector_04	Honeywell	XLS-PHS	010200193422143355
	True Ceiling_SMK_Detector_05	Honeywell	XLS-PHS	010200203410296131
	True Ceiling_SMK_Detector_06	Honeywell	XLS-PHS	010200233422145243
	True Ceiling_SMK_Detector_07	Honeywell	XLS-PHS	010200253422145489
	True Ceiling_SMK_Detector_08	Honeywell	XLS-PHS	010200263422143348
	True Ceiling_SMK_Detector_09	Honeywell	XLS-PHS	010200313410295127
	True Ceiling_SMK_Detector_10	Honeywell	XLS-PHS	010200293422145458
	True Ceiling_SMK_Detector_11	Honeywell	XLS-PHS	010200413422144215
	True Ceiling_SMK_Detector_12	Honeywell	XLS-PHS	010200443421876544
	True Ceiling_SMK_Detector_13	Honeywell	XLS-PHS	010200473422145175
	True Ceiling_SMK_Detector_14	Honeywell	XLS-PHS	010200273422144222
	True Ceiling_SMK_Detector_15	Honeywell	XLS-PHS	010200423422143287
	True Ceiling_SMK_Detector_16	Honeywell	XLS-PHS	010200433410297237
	True Ceiling_SMK_Detector_17	Honeywell	XLS-PHS	010200283410296100
	True Ceiling_SMK_Detector_18	Honeywell	XLS-PHS	010200493410295158
	True Ceiling_SMK_Detector_19	Honeywell	XLS-PHS	010200013422145427
	True Ceiling_SMK_Detector_20	Honeywell	XLS-PHS	010200063410294908
	True Ceiling_SMK_Detector_21	Honeywell	XLS-PHS	010200093410296223
	False Floor_SMK_Detector_1	Honeywell	XLS-PHS	010200323410295134
	False Floor_SMK_Detector_2	Honeywell	XLS-PHS	010200333410296476

		False Floor_SMK_Detector_3	Honeywell	XLS-PHS	010200343410295110
		False Floor_SMK_Detector_4	Honeywell	XLS-PHS	010200353410294939
		False Floor_SMK_Detector_5	Honeywell	XLS-PHS	010200363422144420
		False Floor_SMK_Detector_6	Honeywell	XLS-PHS	010200373410296193
		False Floor_SMK_Detector_7	Honeywell	XLS-PHS	010200383410294724
		False Floor_SMK_Detector_8	Honeywell	XLS-PHS	010200393410295325
		False Floor_SMK_Detector_9	Honeywell	XLS-PHS	010200503404922626
		False Floor_SMK_Detector_10	Honeywell	XLS-PHS	010200513410295219
	Public Address System (PAS)	Plena voice ALM controller	BOSCH	LBB1990/00	405028601000164919
		Gooseneck Microphone	BOSCH	LBB1956/00	405032500100102916
		Emergency Microphone	BOSCH	LBB 9081/00	NA
		Plena_Amplifier	BOSCH	LBD 1935	1101003876
		Speaker-5	Bosch	LBD8372/00	311717373
		Speaker-6	Bosch	LBD8372/00	311717177
		Speaker-7	Bosch	LBD0606/10	4100947943
		Speaker-8	Bosch	LBD0606/10	4100947296
		Speaker-9	Bosch	LBD0606/10	4100947739
		Speaker-10	Bosch	LBD0606/10	4100947957
		Speaker-11	Bosch	LBD0606/10	4100947409
		Speaker-12	Bosch	LBD0606/10	4100947914
		Speaker-13	Bosch	LBD0606/10	4100947983
		Speaker-14	Bosch	LBD0606/10	4100947752
		Speaker-15	Bosch	LBD0606/10	4100947686
		Speaker-16	Bosch	LBD0606/10	4100917977
		Speaker-17	Bosch	LBD0606/10	4100947958
		Speaker_18	Bosch	LBD0606/10	4100947975
		2x18 W Down Light Fittings	Wipro	WCP27218NS	NA
		2x18 W Down Light Fittings	Wipro	WCP27218NS	NA
		2x18 W Down Light Fittings	Wipro	WCP27218NS	NA
Cooling System					
3.	Precision Air Conditioner (PAC)	PAC Unit-1	Blue star (PCPA 18 TR WITH EC FAN & R407 84159000)	PCX632DVR2	PCX632DVR210F00018
		PAC Unit-2	Blue star (PCPA 18 TR WITH EC FAN & R407 84159000)	PCX632DVR2	PCX632DVR210F00016
	Room AC	NOC Room Split AC-1	BlueStar	3HW18JARI	3HW18JARI13A02590

		NOC Room Split AC-2	BlueStar	3HW18JARI	3HW18JARI13A02533
		Telco Room Split AC-1	BlueStar	3HW12JAI	3HW12JAI13A02915
		Telco Room Split AC-2	BlueStar	3HW12JAI	3HW12JAI13A03466
		UPS Room Split AC-1	BlueStar	2HW24NAI	2HW24NAI13A02591
		UPS Room Split AC-2	BlueStar	2HW24NAI	2HW24NAI13A02589
		UPS Room Split AC-3	BlueStar	2HW24NAI	2HW24NAI13A02104
		UPS Room Split AC-4	BlueStar	2HW24NAI	2HW24NAI13A02567
		BMS Room Split AC-1	BlueStar	3HW12JAI	3HW12JAI13A02896
		BMS Room Split AC-2	BlueStar	3HW12JAI	3HW12JAI13A02895
		VC Room Split AC-1	BlueStar	3HW12JARI	3HW12JARI13A00891
		VC Room Split AC-2	BlueStar	3HW12JARI	3HW12JARI13A00895
		DCM Room Split AC-1	BlueStar	3HW18JARI	3HW18JARI13A02624
		Staging Room Split AC-1	BlueStar	3HW18JARI	3HW18JARI13A02534
	Server Racks				
		Rack Open Data_1	President	Rack 19" Cyber 36U/1000D	NA
		Rack Open Data_2	President	Rack 19" Cyber 36U/1000D	NA
		Rack Open Data_3	President	Rack 19" Cyber 36U/1000D	NA
		Rack Open Data_4	President	Rack 19" Cyber 36U/1000D	NA
		Rack Open Data_5	President	Rack 19" Cyber 36U/1000D	NA
		Rack Open Data_6	President	Rack 19" Cyber 36U/1000D	NA
		Rack Open Data_7	President	Rack 19" Cyber 36U/1000D	NA
		Rack Open Data_8	President	Rack 19" Cyber 36U/1000D	NA
		Rack Open Data_9	President	Rack 19" Cyber 36U/1000D	NA
		Rack Open Data_10	President	Rack 19" Cyber 36U/1000D	NA
		Rack Open Data_11	President	Rack 19" Cyber 36U/1000D	NA
		Rack Open Data_12	President	Rack 19" Cyber 36U/1000D	NA
		Rack Open Data_13	President	Rack 19" Cyber 36U/1000D	NA
		Rack Open Data_14	President	Rack 19" Cyber 36U/1000D	NA
		Rack Open Data_15	President	Rack 19" Cyber 36U/1000D	NA
		Rack Open Data_16	President	Rack 19" Cyber 36U/1000D	NA
		Rack Open Data_17	President	Rack 19" Cyber 36U/1000D	NA
		Rack Open Data_18	President	Rack 19" Cyber 36U/1000D	NA
		Rack Open Data_19	President	Rack 19" Cyber 36U/1000D	NA
		Rack Open Data_20	President	Rack 19" Cyber 36U/1000D	NA

		Rack Open Data_21	President	Rack 19" Cyber 36U/1000D	NA
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Service Level Agreement

The purpose of this Service Level Agreement (hereinafter referred to as SLA) is to clearly define the levels of service which shall be provided by the selected bidder to Government of Manipur for the duration of this contract. The benefits of the SLA are as follows:

- i. Increasing customer satisfaction.
- ii. Reducing the risk of not meeting business requirements for IT services
- iii. Better communication and information flows between IT staff and end users
- iv. Standards and guidance for IT staff
- v. Greater productivity and better use of skills and experience
- vi. A quality approach to IT services

DIT, Manipur shall regularly review the performance of the services being provided by the DCO and the effectiveness of this SLA. It would also form a baseline for DIT, Manipur to compute payment for the Bidder.

Definitions

For purpose of this Service Level Agreement, the definitions and terms as specified in the contract along with the following terms shall have the meanings set forth below:

"Availability" shall mean the time for which the services and facilities are available for conducting operations from the equipment hosted in the Data centre.

"Downtime" is the time the services and facilities are not available and excludes the scheduled outages planned in advance for the NOC room.

"Incident" refers to any event / abnormalities in the functioning of the NOC room Equipment / Services that may lead to disruption in normal operations of the NOC room services.

"Quarterly Maintenance Charge (QMC)" is the amount payable to the selected bidder in quarterly basis.

"Service Window" shall mean the duration for which the facilities and services shall be available at the NOC room. Service window in this case shall be 24x7x365.

Setting Priority Levels

Incident priority is primarily formed out of its Impact and Urgency. The selected bidder will maintain a matrix to calculate incident severity out of the simple value of Impact x Urgency.

Impact of the incident is the measure of how business critical it is.
Urgency is a necessary speed of resolving an incident.

Severity = Impact X Urgency

Severity for critical components

The severity level of each component defines by its importance in the infrastructure and its impact in case of failure as detailed below.

Severity Level-1

Total breakdown/ failure of any one of the equipment/ component installed NOC room in will come under severity level 1.

Severity Level-2

Partial breakdown/ failure of any one of the equipment/ component installed in NOC room will come under severity level 2.

Severity Level-3

Partial or total failure/ breakdown of any equipment/ component installed in the datacenter without disrupting any services and failure/ delay in undertaking and completing activities listed below:

- i. H/W up gradation
- ii. Planned Maintenance activities
- iii. Minor repairs of Physical Infrastructure components like breakage of tiles etc.
- iv. Timely payment of dues/ fees for electricity and diesel etc. . All surcharge/ penalties etc. imposed due to nonpayment to service providers shall be borne by the selected bidder.
- v. Cleaning and security of NOC premises.

Planned Downtime

Scheduled downtime means any time when the NOC room services are unavailable because of urgent maintenance activities* and any other scheduled maintenance or update activities that may or may not be periodic, and that may be notified to client/ client organisation at least 36 hrs. in advance.

*Urgent Maintenance activities are maintenance activities required by application or systems that cannot be postponed until the next available or convenient maintenance window, and may include but not limited to restarting applications, rebooting servers, applying patches or fixes, reconfiguring reloading data.

SLA down Time Guidance

The calculation of downtime with reference to severity levels is as defined below:

SL.	Equipment Severity Level	Down time hour factored for SLA
1.	Severity Level-1	Every Thirty minutes of failure is equal to One hour of SLA downtime
2.	Severity Level-2 equipment/Services	Every Four hours of failure is equal to One hour of SLA downtime
3.	Severity Level-3 equipment/Services	Every eight hours of failure hour of SLA downtime is equal to One hour of SLA downtime

In case of redundant Power supplies, If any of the power supply fails and a redundant power supply is available and equipment are providing services, the down time at the severity level-3 will be calculated instead of Severity level-1&2.

In case an equipment remains non-functional for more than allowed hours of the severity level, the severity level will go up for the device to the next higher level (i.e. If an equipment of severity level-3 is nonfunctional for more than 8 hours the 9th hour onward the severity level for the equipment will be calculated based on the Severity level-2) and will keep on escalating to further level if still remains non-functional.

In case maximum response time is violated after problem is reported to the selected bidder, then severity level of the reported call would change to next higher severity level and downtime would be factored accordingly to the new severity level. (E.g. if problem reported under severity level 3 is not responded within its defined maximum response time, severity level would change to 2 and downtime would be factored according to level 2. Further if the call is still not responded within maximum response time of severity level 2, call would get escalated to severity level 1 and so on.)

Definition of "User"

A user can be any employee within the NOC room, any of the State department Employees and public.

Response / Resolution Time

Broad level Priority classification along with time frame for Response / Resolution time is showcased below:

Response time: is defined as the time between receipt of the incidence and a support team member begins working on the incidence.

Resolution time: is defined as the total time between receipt of the incidence and the incidence been resolved.

Service Window:

PWH (Prime Working Hours): 9AM to 6PM (Monday to Saturday)

EWH (Extended Working Hours): 6PM to 9AM (Monday to Saturday), Sunday and all State Government Holidays.

Table: Severity levels along with Response time and Resolution time

Severity	Response time		Resolution time	
	PWH	EWH	PWH	EWH
1	10 minutes	20 minutes	Within 4 hours	Within 4 hours
2	20 minutes	60 minutes	Within 6 hours	Within 12 hours
3	30 minutes	120 minutes	Within 12 hours	Within 24 hours

MTTR (Maximum Time To Repair) for any of the equipment is 30 days beyond which the selected bidder has to provide the replacement for the same or higher configuration (compatible /interoperable) in addition to above the selected bidder has to ensure the replacement, if any, is updated in NOC inventory.

Downtime shall be considered as per service window defined above and net impact on operations with reference to the time of incident receipt (receipt of alarm generated by management system).

If a severity one incident reoccurs within two hours of resolution, downtime will be calculated from time of first occurrence.

100% of the calls of issues will be attended to within the stipulated response time - Measured on a quarterly basis.

100% of the calls of issues will be closed within the stipulated resolution time - Measured on a quarterly basis.

The resolution times will be considered with respect to the service window.

The Selected bidder should maintain an inventory of critical items that will be required on an ongoing basis to ensure the uptime of the SDC.

SLA Tracking

The following measurements and targets shall be used to track and report performance on a regular basis. The targets shown in the following table are applicable for the duration of the contract:

SL	Measurement	Definition	Target	Penalty
	Power Availability	$\text{Availability} = \{1 - \frac{[(\text{Downtime}) / (\text{Total Time} - \text{Maintenance Time})]}{1}\} * 100$ Availability will be measured upto the socket level in the equipment room that will be providing power to the Racks.	$\geq 99.75\%$ Between 99.75% and 97.75% $< 97.75\%$	NA For every 0.25% degradation in the uptime there will be a penalty of 1 % of QMC. Termination of contract and compensation paid to DIT, Manipur.
	Rack Inlet Temperature	This SLA would measure the temperature at the rack level. The selected bidder should ensure that the NOC temperature is maintained at 20 degree +- 2 degree Centigrade at all times.	Temperature of 20 degree +-2 degree Centigrade at all times. The penalty will be decided on number of such instance	5- 8 instances per week = 2% of QMC. 9 – 12 instances per week = 4 of QMC. Greater than 12 instances = 6% of QMC and a letter of warning

	Humidity	The selected bidder should ensure that the NOC room humidity is maintained at 50% degree + - 5% RH at all times	50% degree + - 5% RH at all times. The Penalty will be decided on number of such instance. An instance is said to have occurred when the rack inlet temperature goes beyond the permissible limits for greater than 10 minutes. Each additional 10 minutes is counted as an instance.	9 – 12 instances per week = 4% of QMC. Greater than 12 instances = 6 % of QMC and letter of warning
	CCTV Availability	$\text{Availability} = \{1 - \frac{[(\text{Downtime}) / (\text{Total Time} - \text{Maintenance Time})]}{1}\} * 100$	$\geq 99.75\%$ Between 99.75% and 97.75% $< 97.75\%$	NA For every 0.25% degradation in the uptime there will be a penalty of 1 % of QMC For every 0.25% degradation in the uptime there will be a penalty of 1 % of QMC. The Maximum penalty enforced on the DCO would be upto 50% of QMC and the contract is liable for termination and compensation paid to SIA (as per terms and condition of the tender)
	Civil Work and minor repairs	The Selected bidder should maintain sufficient inventory to carry out civil and electrical repairs without any disruption to operation	All repairs/replacement within 1 week reporting the problem.	2% of QMC
	CCTV Footage availability	The Selected Bidder is required record 5-8 frames per second of CCTV footage and should maintain	The selected bidder should maintain CCTV recordings of past 7 days at any given point in time. After	Letter of warning

		sufficient inventory of the same	which the DCO is required to take a back up of the same and store it for a period of 6 months.	
	PAC Availability	Availability = $\{1 - [(Downtime) / (Total\ Time - Maintenance\ Time)]\} * 100$	$\geq 99.75\%$ $< 97.75\%$	NA For every 0.25% degradation in the uptime there will be a penalty of 1 % of QMC

Penalties

Note: Equipment Availability Related penalties shall be governed by the following conditions:

- i. The Penalty shall be calculated on a quarterly maintenance cost.
- ii. Three consecutive quarterly penalties (on actual) of more than 20 % put together of the applicable fee on account of any reasons will be deemed to be an event of default and termination.
- iii. All Physical items of NOC room and its premises will be covered under the purview of this SLA document.

SLA Review Process

- i. Either DIT or selected bidder may raise an issue by documenting the business or technical problem, which presents a reasonably objective summary of both points of view and identifies specific points of disagreement with possible solutions.
- ii. A meeting or conference call will be called and conducted by selected bidder to resolve the issue in a timely manner. The physical copy of documented issues will be distributed to the participants at least 24 hours prior to the discussion if the issue is not an emergency requiring immediate attention.
- iii. DIT and the selected bidder shall develop an interim solution, if required, and subsequently the permanent solution for the problem at hand. The selected bidder will then communicate the resolution to all interested parties.
- iv. In case the issue is still unresolved, the arbitration procedures described in the Terms Conditions section will be applicable.