

Annexure - 4**1. Service Levels**

This section describes the service levels that have been established for the Services offered by Vendor to the Bank. Vendor shall monitor and maintain the stated service levels to provide quality customer service to the Bank.

1.1 System Availability

- During Period of contract, Supplier will maintain the services as per SLAs.
- Any bugs and enhancement in services shall be rectified immediately.
- Any requirements amendments/modifications required by Bank will have to be carried out by the identified vendor during the contract.
- Supplier/his representative shall solve the software problem immediately after reporting of the problem by the Bank to the Supplier's nearest office by phone, fax, e-mail or letter.
- Any rectification required in the Application Software due to inherent bugs in the System Software / off-the-shelf software shall also be rectified by the Supplier or his associates, free of cost, within a reasonable period.

The bidder shall guarantee an uptime of 99.99% during warranty and also during AMC, which shall be calculated on quarterly basis. The "Uptime" is, for calculation purposes, equals to the Total number of hours of the day in a quarter, less Downtime in number of hours. Any part of hour is treated as full hours.

The "Downtime" is the time between the Time of Report by the Bank and Time of Restoration/Rectification within the contracted hours. "Failure" is the condition that renders the solution is not available to customers.

"Restoration" is the condition when the selected bidder demonstrates that the solution is in working order and the Bank acknowledges the same.

The percentage uptime is calculated on quarterly basis as follows:

(Total hours in a quarter - downtime hours within the quarter)

----- *100 Total hours in a
quarter minus downtime hours (A quarter is taken as a calendar quarter and number of days are
actually number of days in each quarter)

If the bidder fails to maintain guaranteed uptime of 99.99% on quarterly basis, Bank shall impose penalty as mentioned below on slab basis.

Sr	Duration of failure (For every one hour of failure or part thereof)	Penalty (in Rs.)
1	100% - 99.99 % - Up to 17 Minutes	Nil
2	99.99 % - 99.5% - 130 Minutes- 648 minutes	20000/-
3	99.5 % - 99 % - 649 Minutes- 1296 Minutes	30000/-
4	Below 99 % - Beyond 1296 Minutes	50000/-

If the uptime is below 98%, the Bank shall have full right to terminate the contract with the vendor. The right of termination shall be in addition to the penalty as mentioned above. Uptime will be calculated on quarterly basis.

1.2 Proposed Solution Service

- 1.2.1 Bidder should perform monthly dryrun check and submit the report.
- 1.2.2 Bidder should perform at least one Drill every month and submit the report to bank.
- 1.2.3 Bidder should ensure zero RPO of drill.
- 1.2.4 The OEM should also provide onsite support for four site drill involving all applications.
- 1.2.5 The Bidder should optimize the RTO to the desired level with DR Automation in place.
- 1.2.6 Bidder should include every new application in DR automated solution as a part of contract and include in DR Drill.
- 1.2.7 The bidder has to provide the latest up gradations of DR Management during warranty/AMC & Bank will not pay any charges other than above AMC charges. All the updates & upgrades will be provided free of cost by vendor during AMC period.
- 1.2.8 Bidder onsite resource shall monitor health and replication and submit the report to bank on daily basis.

1.3 Tables of Incident Matrix

Incident to be reported within (if unresolved)	Escalation Hierarchy
2 hour	On Duty Officers (BANK)
4 hours	Chief Manager DC / DR (Bank) & Assistant General Manager (CBS)
8 hours	Assistant General Manager (IT)
> 16 hours	Deputy General Manager (IT)
> 24 hours	General Manager (IT)
> 36 hours	Executive Director and General Manager (IT)
>48 hours	Chairman & Managing Director and Executive Director