

Supply, Installation, Training, Operationalisation and maintenance of Mail Messaging System in Central Bank of India

Annexure 5



Service Levels

Annexure 5 - Service Levels

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

1. System Availability

System availability is defined as $\{(\text{Scheduled operation time} - \text{system downtime}) / (\text{scheduled operation time})\} * 100\%$

Where:-

- 1.1 "Scheduled operation time" means the scheduled operating hours of the System for the year. All planned downtime on the system would be deducted from the total operation time for the year to give the scheduled operation time.
- 1.2 "System downtime" subject to the SLA mentioned in Section 2.1, means accumulated time during which the system is totally inoperable due to in-scope system or infrastructure failure, and measured from the time Bank and/or its customers log a call with Bidder help desk of the failure or the failure is known to Bidder from the availability measurement tools to the time when the system is returned to proper operation.

2. Penalty for downtime

2.1 Any equipment that is reported to be down on a given date should be either fully repaired or replaced by temporary substitute (of equivalent configuration) on the next working day. In case of Mail Servers, SAN and Tape Library, the downtime should not exceed 12 hours at CBD Belapur and Hyderabad. The reporting will be through a telephonic message or any other mode as Central Bank of India may decide.

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 5 days' time, failing which a penalty in rupees per day as specified in the table of the below mentioned item cost will be imposed for the number of days exceeding 5 days subject to a maximum of 8 % of the equipment cost.

Sr. No.	Item	% of Purchase value of device /day
1	Mail Server (Clustered)	2%
2	SAN	2%
3	SAN Switch	1%

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4	All other Devices at DC	1%
5	Backup Device	1%
6	Gateway Antivirus/Antispam Server	1%
7	DR Site Devices	1%
8	Old Devices	Rs. 10,000/- per Day to a Maximum of Rs. 80,000/-

2.1 Penalty for Software Failure

If any problem in software is not rectified by FM Engineer within 1 hour (One hour) from the time of reporting the problem, it should be escalated to Senior Support Engineer and onsite support must be made available by the Senior Support Engineer within 3 Hours of initial Problem Reporting. The problem must be rectified within 24 hours (Twenty hours) from the time of initial reporting of problem at both the locations (Primary and Secondary). Failure to do so will result in a penalty of Rs. 500/- (Five Hundred only) per hour per call shall be charged by the Bank. The penalty will be deducted from the FMS charges.

3. Tables of Incident Matrix

Incident to be reported within (if unresolved)	Escalation Hierarchy
15 min	Senior Manager-IT of the BANK
1 hour	Chief Manager -IT
2 hours	Assistant General Manager (IT) / Deputy General Manager (IT)
> 4 hours	General Manager (IT)