

Annexure -E

Selected bidder will have to establish redundant WAN connectivity between their Support Operation Centre and SBI Life.

Managing uptime & performance of WAN connectivity will be the bidder's responsibility.

SBI Life intends uptime SLA of 99.9% calculated on monthly basis. Any breach in uptime will attract penalty. Maximum penalty will be 5% of quarterly billing amount.

All traffic traversing through proposed WAN links must be encrypted using IPSec. CPE Router device deployed at bidder's premises must be capable of IPSec encryption. CPE Router device at SBI Life will be arranged by SBI Life. Selected vendor will have to arrange for suitable Router device at their end for termination of proposed dual / redundant leased lines.

One-time Installation charges and Annual Recurring Charges for proposed dual / redundant leased line will be bared by the selected vendor.

Selected bidder will have to commission the proposed leased lines with appropriate bandwidth required for support operation. It will be the responsibility of the bidder to monitor the link performance and upgrade the bandwidth if require with no additional cost to SBI Life.

Penalty Clause:

Rs. 20,000/- per hour up on < 99.9% uptime of WAN connectivity.