

## SLA Clauses and Penalties – IT Infrastructure support operation

In view of the criticality of the overall IT Infrastructure, the servers at all times should be kept in efficient running condition by regular preventive maintenance and regular maintenance activities, with a view to ensuring optimum uptime of the servers calculated on monthly basis during the entire tenure of contract. The bidder should make available all support for the above uptime and the vendor agrees to provide round the clock support for severity I type of problems.

The following matrix of SLA needs to be adhered with financial penalties for Severity I type of problems.

### Penalty Terms & Response Time clauses .....

Severity	Description	Response Time	Service Window	Responsibility	Resolution time	Penalty
P1	An incident that affects entire site/network or large number of the Users or resulting in business loss. List of Severity 1. Asset will be shared.	Immediate	24 X 7	Bidder's Primary Onsite Resource	2 hours	1 % of the quarterly payment for per hour of delay per call beyond the response time stipulated, maximum up to 5% of the total quarterly payment.
	Any other issue which is considered and raised by SBIL as a severity I problem, should be solved within the SLA mentioned above.					
P2	An incident that affects a group of users /dept.	Immediate	24 X 7	Bidder's Primary Onsite Resource	3 hours	0.75% of the quarterly payment for per hour of delay per call beyond the response time stipulated, maximum up to 5% of the total quarterly payment
P3	An incident that affects a user or OS installations / priming of servers, etc.	15 min	24 X 7	Bidder's Primary Onsite Resource	6 hours	0.5 % of the quarterly payment for per hour of delay per call beyond the response time stipulated, maximum up to 5% of the total quarterly payment
P4	Service request	30Min	24X7	Bidder's Primary Onsite resource	8 hours	0.25% of the quarterly payment for per hour of delay per call beyond the response time stipulated, maximum up to 5% of the total quarterly payment
P5	New Projects / maintenance activities as per scheduled defined by SBI Life. (excluding critical scheduled downtime maintenance activities with defined time window for completion.)					Will be decided in relevant meetings.

## SLA Clauses and Penalties – IT Infrastructure Support Operation

Selected bidder will have to -

1. Provide comprehensive support to achieve monthly uptime of 99.99% for all IT Infrastructure components in Data Center, Disaster Recovery Center, Head Office, CPC –Seawoods & Belapur and in Branch Offices, configured in High-Availability (HA) mode
2. to achieve 99.50% monthly uptime of all components, configured or deployed in non-HA mode.
3. Response time (SBIL-ticket) within 10 Min.
4. Lodge a call with respective AMC / support vendor OR telecom Service Provider initiate coordination with them within 15 minutes of any incident, outage, failure or observation.
5. Obtain RFO (Reason for Outage) for each incident of outage or failure.
6. Perform all required actions and coordination for 1<sup>st</sup> level troubleshooting to resolve fault, problem, incidence or break down.
7. Escalate the open problems, incidences, outages with respective OEMs / AMC / support vendor adhering to their escalation matrix with respect to total duration of outage & level of escalation.
8. Follow-up with OEMs / support vendors or Telecom Service Providers for formal RCA (Root Cause Analysis)
9. Coordinate & follow-up to close all type of audit observations (e.g. VA, PT, SNA review) in timely manner.

## Penalty Terms for breach of Response Time

Sr.	Parameter	Value	Penalty
01	Response Time	10 Min.	₹ 500/- for delay of per 15 Min. delay in lodging a call. ₹ 1,000/- for delay beyond 30 Min. to lodge a call.
02	Escalation with respective OEM / support vendor or TSP	As per vendor / TSP escalation Matrix	₹ 1,000/- per 15 Min. delay in escalation. ₹ 2,000/- for delay beyond 30 Min. to escalate

Note: For any of the incidents for which penalty has defined, if workaround solution, provided then said applicable penalty will not be imposed. Decision of SBI Life will be final.

## SLA & Penalty Terms

### Priority Matrix

Sav	Severity	Impact	TAT	
P1	Critical	Interruption making a critical functionality inaccessible or interruption, that is causing a severe impact on services availability. There is no possible alternative.	4 Hrs.	₹ 1,500/- per 15 Min. delay in closing P1 tickets, maximum up to 150 Min.
P2	High	Interruption making a critical functionality inaccessible or interruption, that is causing a severe impact on services availability. There is no possible alternative.	8 Hrs.	₹ 1,000/- per 30 Min. delay in closing P2 tickers, maximum up to 180 Min.
P3	Medium	Non-critical function or procedure, unusable or hard to use having an operational impact, but with no direct impact on services availability. A workaround is available.	24 Hrs.	₹ 500/- per 1 Hr. delay in closing P3 tickets, maximum up to 3 Hrs.
P4	Low	Service / functionality or personal procedure unusable, where a workaround is available or a repair is possible.	48 Hrs.	₹ 500/- per 2 Hr. delay in closing P4 tickets, maximum up to 5 Hrs.
P5	Projects / Activities	New Projects / maintenance activities as per scheduled defined by SBI Life. ( <i>excluding critical scheduled downtime maintenance activities with defined time window for completion.</i> )	Will be decided during MIS	

#### Note:

- Above penalty terms are applicable per ticket or per incident.
- Any call related to SBI Life provided list of VIP users / officers should be treated as P1 severity and has to be responded and resolved within 15 Minutes.

		Impact		
		High	Medium	Low
Urgency	High	P1	P2	P3
	Medium	P2	P3	P4
	Low	P3	P4	P5

Urgency will be decided by SBIL during Service Transition and / or Service Operations.

## Penalty Terms for closure of Audit Observations for IT Infrastructure support operations

During Information Security measures or review for IT Infrastructure & related e.g. VA / PT / SNA etc., in case any high or medium risk observation / finding, it should be mitigated / fixed within 48 hours and Low risk rated should be mitigated / fixed within 1 month otherwise a penalty of ₹ 2,000/- per day will be charged to the selected bidder.

## Terms and Conditions for Hiring of Resource for Facility Management Services (FMS).

1. Ordering of number of resources may vary than the total resource count quoted in Commercial Bid format (count mentioned here is minimum required resource) hence quote resource price per unit per month.
2. Vendor must augment number of on-site resources to meet SLA requirements, if required.
3. Selection of resource should be done in consent and with interview of SBI Life officials.
4. It is mandatory and in the scope of Vendor to ensure that all their resources are trained as per scope of work and oriented with the work culture of SBI Life.
5. It is desirable for selected vendor to conduct training in every quarter of their resource to ensure adoption of best practices, current trends, and compliance requirement of SBIL and avoidance of any material breach or damage.
6. It is mandatory to conduct and submit Background (BG) verification of every supplied resource at SBIL site as per the terms and conditions of SBIL. The BG will have the following checks done:
  - i. Identification records
  - ii. Residence Proof
  - iii. Educational records
  - iv. Last 2 employment records
  - v. No Criminal records
7. It is mandatory for vendor to follow the statutory compliances, maintain records, carry-out regular audit of the records, ensure PF and ESIC Nos / cards provided to the employees, provides monetary appreciation and gratuity to employees and regular internal audits to avoid any liabilities to the principal employer.
8. Review of Services (MIS) to be conducted before 10<sup>th</sup> day of each subsequent month or as per mutually agreed date between SBI Life and bidder.
9. Services invoice to be submitted Quarterly in arrears upon completion of quarterly service review and also upon agreement on SLA measurement by both the parties and penalties consent if any.

10. Penalties for each Scope of work to be calculated on the basis of SLA / TAT / Response / Resolution / Head count mentioned in that SoW and will be calculated basis on specific Scope of Work, SLA Terms and its related penalties.
11. Invoice payment will happen after 30 days post submission of error free no query invoice. The penalty credit note should be provided or deducted from the main invoice. Invoice without penalty credit note or deduction will not be processed.
12. Resource Replacement Failure: Due to any exigency if resource is not able to reach SBI Life site then bidder has to provide us replacement resource within 4 hours. For long leave it has to be planned with the consent of SBI Life with provision of alternate resource of equal competence and with sufficient period of overlap for KT / handover, in even for non-attending the duty service credit will be calculated on the basis of 1 day absent will be treated for Service Credit for 2 working days.
13. Working hours / days of all L1, L2 & Team Leaders should be arranged to provide uniform level of support under 24 x 7 x 365 basis, based on SBI Life requirements.
14. All Commercial mentioned in Commercial bids is exclusive of any applicable tax.
15. The penalty amount will be capped at 5% of quarterly total contract value, inclusive of breaches in all severity levels.
16. Both the parties (SBI Life and Bidder) should submit 3 months' prior notice or by mutual consent before termination of services indicating intention of termination.
17. In case of repeated noncompliance of SLA for consecutive two quarters would liable to terminate the service with the notice, after management review by both the parties.
18. Bidder has to apply complete cooperation for transferring site specific knowledge and handover to another SP/party introduced by SBI Life at any time during the service contract.

IT Infrastructure comprises of below mentioned service support domains

- i. Data Center operation -Windows & Backup Support
- ii. Central Network Support operation
- iii. DC Virtualization & VDI
- iv. Storage Administration
- v. Linux support
- vi. DC DRO

**Acronym:**

SLA -Service Level Agreement  
DC -Data Centre  
IT -Information Technology  
OS -Operating System  
CPC -Central Processing Centre  
HA -High Availability  
AMC -Annual Maintenance Contract  
TSP -Telecom Service Provider  
RFO -Reason For Outage  
OEM -Original Equipment Manufacturer  
RCA -Root Cause Analysis  
VA -Vulnerability Assessment  
PT -Penetration Testing  
SNA -Secure Network Architecture  
MIS -Management Information System  
VIP -Very Important Person  
FMS -Facility Management System  
BGV -Background Verification  
PF -Provident Fund  
ESIC –Employee State Insurance Corporation  
TAT -Turn Around Time  
KT -Knowledge Transfer  
SP -Service Provider  
VDI -Virtual Desktop Infrastructure