

SERVICE LEVEL AGREEMENT
FOR 46 SERVERS FOR IBMS (FIA) ACROSS PAKISTAN
(FOR 1 YEAR) Extendable

IBMS (FIA) intends to enhance the maintenance of DELL, HP and Fujitsu server machines by offering Service Level Agreement with a well reputed company having proof of the following conditions.

1. The vendor must possess 15% of the inventory in stock which will physically be inspected before award of contract agreement.
2. Proof of SLA Experience for Dell, HP or Fujitsu, servers during last 3 years.
3. Successful bidder will sign off a contract for service delivery in which delay in services will lead to 2.5% fine of quoted price per week (week is 7 days calculated after formal launch of service request) per complain.

The term of this contract shall be **for 1 YEAR** and effective from the date of signing.

Effective date: -----

Expiry date: -----

Details of Nationwide IBMS Server Machines

No.	Name	Service Tag	Name	Tender Reference	Tender Value
1	DELL	7XT4HY1	Power Edge T420		
2	DELL	4OQBHY1	Power Edge T420		
3	DELL	DVPBHY1	Power Edge T420		
4	DELL	G4Q9HY1	Power Edge T420		
5	DELL	F2V6HY1	Power Edge T420		
6	DELL	GST5HY1	Power Edge T420		
7	DELL	D2V6HY1	Power Edge T420		
8	DELL	JVPBHY1	Power Edge T420		
9	DELL	JKS8HY1	Power Edge T420		
10	DELL	9NMDHY1	Power Edge T420		
11	DELL	JYT7HY1	Power Edge T420		
12	DELL	62V7HY1	Power Edge T420		
13	DELL	3PPCHY1	Power Edge T420		
14	DELL	19Q9HY1	Power Edge T420		
15	DELL	HVPBHY1	Power Edge T420		
16	DELL	JST5HY1	Power Edge T420		
17	DELL	5OQBHY1	Power Edge T420		
18	DELL	1XT7HY1	Power Edge T420		
19	DELL	FNS8HY1	Power Edge T420		
20	DELL	C2V6HY1	Power Edge T420		
21	DELL	JWT7HY1	Power Edge T420		

22	DELL	DRT4HY1	Power Edge T420		
23	DELL	BHPCHY1	Power Edge T420		
24	DELL	1ZT6HY1	Power Edge T420		
25	DELL	6XT4HY1	Power Edge T420		
26	DELL	FRT4HY1	Power Edge T420		
27	FUJITSU	YLVT021445	FUJITSU PRIMERGY (JIAP)		
28	FUJITSU	YLVT021446	FUJITSU PRIMERGY (JIAP)		
29	DELL	57NB52S	Power Edge R710 (DC)		
30	DELL	6S8VCK2	Power Edge R730(BKIAP)		
31	DELL	6SL1DK2	Power Edge R730(BKIAP)		
32	DELL	6S2WCK2	Power Edge R730 XD(NIIAP)		
33	DELL	6S1ZCKS	Power Edge R730 XD(NIIAP)		
34	DELL	5C43DK2	Power Edge R730 (AllAP)		
35	DELL	5C3ZCK2	Power Edge R730 (AllAP)		
36	DELL	47NB52S	Power Edge R710 (NURKHAN)		
37	DELL	5C40DK2	Power Edge R730 XD (DC)		
38	DELL	6SKYCKS	Power Edge R730 (DC)		
39	DELL	6SBYCK2	Power Edge R730 (DC)		
40	DELL	HSV7HY1	Power Edge R720 (HQ STOCK)		
41	DELL	2DNDHY1	Power Edge R720 (HQ STOCK)		
42	DELL	6B4TG52	Power Edge R730 (TORKHAM)		
43	DELL	594TG52	Power Edge R730 (TORKHAM)		
44	HP	ZQNABTM0J3XX	HP PROLIANT DL380 G7 (Cons)		
45	HP	SGH116X37A	HP PROLIANT DL380 G7 (Stoplist)		
46	HP	SGH116X36X	HP PROLIANT DL380 G7 (REPORTING)		

P . T . O

Contact Information

On-Site Support -----
First Level Support -----
Second Level Support -----
First Level Escalation -----
Second Level Escalation -----

FIA Contact Information/Escalation for Dell:

Primary: Mr. -----
Secondary: Mr. -----
First Level Escalation: Mr. -----
Second Level Escalation: Mr. -----

SLA GENERAL TERMS AND CONDITIONS:

1. 24x7 ON-SITE SUPPORT SERVICE FEATURES.

- 1.1 Service Window: 24 hours, 7 days a week, excluding public holidays round-the-clock (24x7)
- 1.2 Unlimited corrective maintenance.
- 1.3 Response within 4-6hours during business hours and within 6-8hours during non-business hours at major cities of Pakistan, Response within NBD at remote sites.
- 1.4 Physical inspection of complete equipment.
- 1.5 Replacement of maintenance parts within NBD and 2NBD at remote sites after diagnosed the faulty part, as required keeping the equipment in good working order, part replacement depending upon the location and circumstances. However, if any part is out of Principal Stock, it will take approximately 1 week to replace that part.
- 1.6 Preventive Maintenance as per FIA requirement, not less than three months.

2. Extension of Contract

The Contract will likely to be extended upon satisfactory performance with an annual increment of Rs. 10% per annum w.r.t to the original bidding cost. However, final approval from the competent authority will be sought for every financial year after completion of the contact agreement.

3. Upgradation of list upon extension of contract.

- 3.1 The list of servers under the said SLA is likely to be revised, upon completion of its initial year's duration, depending upon replacement of existing servers with new ones and warranty expiry of existing servers which are not currently included into above list due to intact warranty.
- 3.2 Any addition/subtraction of tender value of add on servers or removal of machines will be made accordingly upon every contract.

Service Complaint Priority

Problem Severity	Operating Hours	Initial Response Time	Impact	Escalation
Severity 1	24x7	Telephonic/Electronic= Immediate Business Hours Onsite=within 4-6hours Non-Business Hours Onsite=within 6-8hours	Complete/Partial loss of Service	After Ending Response Time
Severity 2	24x7	Business Hours Onsite=within 6hours Non-Business Hours Onsite=within 8hours	No service loss but performance is degraded	After Ending Response Time
Severity 3	24x7	Within NBD	Only Risk of failure- but no actual failure is reported	After Ending Response Time

Note:- Payment will be made bi-annually by fulfilling all codal and legal formalities subject to availability of budget and release of finance division in respective quarters. Otherwise payment will be made in subsequent year.
