



**Request for Proposals**  
**For**  
**Selection of System Integrator for Design,**  
**Development, Implementation and Operation &**  
**Maintenance of Integrated Solid Waste Management**  
**System for Indore Smart City Development Limited**  
**(ISC DL)**  
**Volume – II**  
**Master Service Agreement**

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## A. GENERAL CONDITIONS OF CONTRACT (GCC)

### 1. Definition of Terms

1. **Acceptance of System/Solution means;** the system/solution shall be deemed to have been accepted by the Authority, subsequent to its installation, rollout and deployment of trained manpower, when all the activities as defined in Scope of Work have been successfully executed and completed to the satisfaction of Authority. Refer to Section 2 of the RFP Volume I.
2. **Agreement/Contract** means; the Contract entered into by the parties with the entire documentation specified in the RFP.
3. **Applicable Law(s)** means; any statute, law, ordinance, notification, rule, regulation, judgment, order, decree, bye-law, approval, directive, guideline, policy, requirement or other governmental restriction or any similar form of decision applicable to the relevant party and as may be in effect on the date of the execution of this Agreement and during the subsistence thereof, applicable to the Project.
4. **Authority** means; the Indore Smart City Development Limited (ISCDL). The project shall be executed in Indore and shall be owned by Indore Municipal Corporation.
5. **Commercial Off-The-Shelf (COTS)** means; software products that are ready-made and available for sale, lease, or license to the general public.
6. **Confidential Information** means; the information disclosed or submitted to the SI by Authority in written, representational, electronic, verbal or other forms and includes all data, materials, products, technology, computer programs, specifications, manuals, business plans, software, marketing plans, financial information, human resource information and any other information disclosed or submitted whether prior to or after the date of this Agreement/Contract, including without limitation, the information on the contents and existence of this Agreement and analysis, compilations, studies and other documents prepared by either Party which contain or otherwise reflect or are generated from any Confidential Information.
7. **Contract Value** means; the price payable to SI under this Contract for the full and proper performance of its contractual obligations
8. **Date of Commissioning of the Project/ Go-Live** means; the date of completion and clearance of successful FAT by Authority evidenced by way of written communication, of the entire system; such event shall be marked as the “date of commissioning/Go-Live”.
9. **Document** means; any embodiment of any text or image however recorded and includes any data, text, images, sound, voice, codes, databases or any other electronic documents as per IT Act 2000.
10. **Project** means; Implementation of Design, Development, Implementation and Operation & Maintenance of Integrated Solid Waste Management System for ISCDL

11. **System Integrator (SI)** means; the SI chosen out of the bidding process to execute the Implementation of Design, Development, Implementation and Operation & Maintenance of Integrated Solid Waste Management System for ISCDL
12. **Service level agreement (SLA)** is the service level and performance commitment of a System Integrator to Authority that defines the performance output and availability of the deliveries and installations under this RFP Requirements.
13. **Final Acceptance Test (FAT)** means a test conducted by Authority or its representatives or its third party testing agencies as may be decided by Authority to determine if the requirements and performance of the equipment and systems delivered by SI as laid in RFP, and the documents referred in General Terms and Conditions meet the specified output, functionality and performance in standalone and integrated mode.
14. **SI's Team** means; SI who has to provide goods & services to the Authority under the scope of this Contract. This definition shall also include any and/or all of the employees of SI, authorized service providers/ partners and representatives or other personnel employed or engaged either directly or indirectly by SI for the purposes of this Contract.
15. **Consortium** means; the entity named in the contract for any part of the work has been sublet with the consent in writing of the Authority and the heirs, legal representatives, successors and assignees of such person.
16. **Effective Date** means; the date on which this Contract is signed and executed by the parties hereto.
17. **Intellectual Property Rights** means; a means any patent, copyright, trademark, trade name, service marks, brands, proprietary information whether arising before or after the execution of this Contract and the right to ownership and registration of these rights.
18. **OEM** means; the Original Equipment Manufacturer of any equipment / system / software / product which are providing such goods to the Authority under the scope of the RFP.
19. **Project Manager** means; the duly authorized SI's representative, who shall manage and be responsible for fulfillment of the SI's for performance of the Agreement/Contract;
20. **Subcontractor** means; any entity that is directly or indirectly subcontracted by System Integrator to deliver any services or supply any products, including supply of products as a third party producer to Authority as required under the terms and conditions of this Agreement/Contract;
21. **SCC** means; Special Conditions of Contract.
22. **Services** means; the work to be performed by the agency pursuant to the RFP and to the contract to be signed by the parties in pursuance of any specific assignment awarded by the Authority

## 2. Interpretation

2.1. In this Contract unless a contrary intention is evident:

- a. the clause headings are for convenient reference only and do not form part of this Contract;
- b. unless otherwise specified a reference to a clause number is a reference to all of its sub-clauses;
- c. the word “include” or “including” shall be deemed to be followed by “without limitation” or “but not limited to” whether or not they are followed by such phrases;
- d. unless otherwise specified a reference to a clause, sub-clause or section is a reference to a clause, sub-clause or section of this Contract including any amendments or modifications to the same from time to time;
- e. a word in the singular includes the plural and a word in the plural includes the singular;
- f. a word importing a gender includes any other gender;
- g. a reference to a person includes a partnership and a body corporate;
- h. a reference to legislation includes legislation repealing, replacing or amending that legislation;
- i. where a word or phrase is given a particular meaning it includes the appropriate grammatical forms of that word or phrase which have corresponding meanings.
- j. in the event of an inconsistency between the terms of this Contract and the RFP and the Bid, the terms hereof shall prevail.

## 3. Conditions Precedent

This Contract is subject to the fulfillment of the following conditions precedent by SI.

- 3.1. Furnishing by SI, an unconditional and irrevocable Performance Bank Guarantee (PBG) (Annexure 8 of the RFP Volume I) and acceptable to the Authority which would remain valid until such time as stipulated by the Authority.
- 3.2. Obtaining of all statutory and other approvals required for the performance of the Services under this Contract. This may include approvals/clearances, wherever applicable, that may be required for execution of this contract e.g. clearances from Government authorities for importing equipment, exemption of Tax/Duties/Levies, work permits/clearances for SI/SI's team, etc.
- 3.3. Furnish notarized copies of any/all contract(s) duly executed by SI and its OEMs existing at the time of signing of this contract in relation to the Authority's project. Failure to do so within stipulated time of signing of contract would attract penalty as defined in Clause 40 in this Section.
- 3.4. Furnishing of such other documents as the Authority may specify/ demand.
- 3.5. The Authority reserves the right to waive any or all of the conditions specified in Clause 3 above in writing and no such waiver shall affect or impair any right, power or remedy that the Authority may otherwise have.
- 3.6. In the event that any of the conditions set forth in Clause 3 hereinabove are not fulfilled within 1 months from the date of this Contract, or such later date as may be mutually agreed upon by the parties, the Authority may terminate this Contract.
- 3.7. In case there is a contradiction between the sections, the below hierarchy of sections in order of precedence :
  1. Pre-bid clarification and Corrigendum, if any
  2. Volume II of RFP (GCC holds precedence over SCC)
  3. Section 1, 2 and Annexures of RFP Volume I

#### **4. Scope of work**

- 4.1. Scope of the work shall be as defined in RFP Volume I and Annexures thereto of the tender.
- 4.2. Authority has engaged SI to provide services related to implementation of Indore Integrated Solid Waste Management solution using which the Authority intends to perform its business operations. SI is required to provide such goods, services and support as the Authority may deem proper and necessary, during the term of this Contract, and includes all such processes and activities which are consistent with the proposals set forth in the Bid, the Tender and this Contract and are deemed necessary by the Authority, in order to meet its business requirements (hereinafter 'scope of work').

#### **5. Key Performance Measurements**

- 5.1. Unless specified by the Authority to the contrary, SI shall deliver the goods, perform the services and carry out the scope of work in accordance with the terms of this Contract, Scope of Work and the Service Specifications as laid down under Section C (Service Level Agreement) of this section.
- 5.2. If the Contract, scheduled requirements, service specification includes more than one document, then unless the Authority specifies to the contrary, the later in time shall prevail over a document of earlier date to the extent of any inconsistency.
- 5.3. The Authority reserves the right to amend any of the terms and conditions in relation to the Contract / Service Specifications and may issue any such directions which are not necessarily stipulated therein if it deems necessary for the fulfilment of the Schedule of Requirements.

#### **6. Commencement and Progress**

- 6.1. SI shall subject to the fulfillment of the conditions precedent above, commence the performance of its obligations in a manner as per the Scope of Work (RFP Volume I).
- 6.2. SI shall proceed to carry out the activities / services with diligence and expedition in accordance with any stipulation as to the time, manner, mode, and method of execution contained in this Contract.
- 6.3. SI shall be responsible for and shall ensure that all activities / services are performed in accordance with the Contract, Scope of Work and Service Specifications and that SI's Team complies with such Specifications and all other standards, terms and other stipulations/conditions set out hereunder.
- 6.4. SI shall perform the activities / services and carry out its obligations under the Contract with due diligence, efficiency and economy, in accordance with generally accepted techniques and practices used in the industry and shall observe sound management, engineering and security practices. SI shall always act, in respect of any matter relating to this Contract, as faithful advisors to the Authority and shall, at all times, support and safeguard the Authority's legitimate interests in any dealings with Third parties.

#### **7. Standards of performance**

- 7.1. SI shall perform the Services and carry out its obligations under the Contract with due diligence, efficiency and economy, in accordance with generally accepted techniques and best practices used in the industry and with IT standards recognized by international professional bodies and shall observe sound management, engineering and security practices. It shall employ appropriate advanced technology and engineering practices and safe and effective equipment, machinery, material and methods. SI shall always act, in respect of any matter relating to the Contract, as faithful advisors to the Authority and shall, at all times, support and safeguard the Authority's legitimate interests in any dealings with Third Parties.

## 8. Approvals and Required Consents

- 8.1. The Authority shall extend necessary support to SI to obtain, maintain and observe all relevant and customary regulatory and governmental licenses, clearances and applicable approvals (hereinafter the "Approvals") necessary for SI to provide the Services. The costs of such Approvals shall be borne by SI. Both parties shall give each other all co-operation and information reasonably.
- 8.2. The Authority shall also provide necessary support to SI in obtaining the Approvals. In the event that any Approval is not obtained, SI and the Authority shall co-operate with each other in achieving a reasonable alternative arrangement as soon as reasonably practicable for the Authority, to continue to process its work with as minimal interruption to its business operations as is commercially reasonable until such Approval is obtained, provided that SI shall not be relieved of its obligations to provide the Services and to achieve the Service Levels until the Approvals are obtained if and to the extent that SI's obligations are dependent upon such Approvals.

## 9. Constitution of Consortium

- 9.1. For the purposes of fulfillment of its obligations as laid down under the Contract, where the Authority deems fit and unless the contract requires otherwise, SI shall be the sole point of interface for the Authority and would be absolutely accountable for the performance of its own, the other member of Consortium and/or its Team's functions and obligations.
- 9.2. The Consortium member has agreed that SI is the prime point of contact between the Consortium member and the Authority and it shall be primarily responsible for the discharge and administration of all the obligations contained herein and, the Authority, unless it deems necessary shall deal only with SI. Sole bidder or lead bidder shall be responsible for the project execution.
- 9.3. Without prejudice to the obligation of the Consortium member to adhere to and comply with the terms of this Contract, the Consortium member has executed and submitted a Power of Attorney in favour of SI authorizing him to act for and on behalf of such member of the Consortium and do all acts as may be necessary for fulfillment of contractual obligations.
- 9.2. The Authority reserves the right to review, approve and require amendment of the terms of the Consortium Contract or any contract or agreements entered into by and between the members of such Consortium and no such agreement/contract shall be executed, amended, modified and/or terminated without the prior written consent of the Authority. An executed copy of each of such agreements/contracts shall, immediately upon execution be submitted by SI to the Authority.
- 9.3. Where, during the term of this Contract, SI terminates any contract/arrangement or agreement relating to the performance of Services, SI shall be responsible and severally liable for any consequences resulting from such termination. SI shall in such case ensure the smooth continuation of Services by providing a suitable replacement to the satisfaction of the Authority at no additional charge and at the earliest opportunity.

## 10. SI's Obligations

- 10.1. SI's obligations shall include all the activities as specified by the Authority in the Scope of Work and other sections of the Tender and Contract and changes thereof to enable Authority to meet the objectives and operational requirements. It shall be SI's responsibility to ensure the proper and successful implementation, performance and continued operation of the proposed



- solution in accordance with and in strict adherence to the terms of his Bid, the Tender and this Contract.
- 10.2. In addition to the aforementioned, SI shall provide services to manage and maintain the said system and infrastructure as mentioned in Section 2 of RFP Volume I.
  - 10.3. Authority reserves the right to interview the personnel proposed that shall be deployed as part of the project team. If found unsuitable, the Authority may reject the deployment of the personnel. But ultimate responsibility of the project implementation shall lie with SI.
  - 10.4. Authority reserves the right to require changes in personnel which shall be communicated to SI. SI with the prior approval of the Authority may make additions to the project team. SI shall provide the Authority with the resume of Key Personnel and provide such other information as the Authority may reasonably require. The Authority also reserves the right to interview the personnel and reject, if found unsuitable. In case of change in its team members, for any reason whatsoever, SI shall also ensure that the exiting members are replaced with at least equally qualified and professionally competent members.
  - 10.5. SI shall ensure that none of the Key Personnel (refer Section 1.4.7 of the RFP Volume I proposed) shall exit during the course of the project. In such cases of exit, a penalty of INR 50,000 per such replacement shall be imposed on SI.
  - 10.6. SI should submit profiles of only those resources who shall be deployed on the project. Any change of resource should be approved by the Authority and compensated with equivalent or better resource. The Authority may interview the resources suggested by SI before their deployment on board. It does not apply in case of change requested by the Authority.
  - 10.7. In case of change in its team members, SI shall ensure a reasonable amount of time overlap in activities to ensure proper knowledge transfer and handover / takeover of documents and other relevant materials between the outgoing and the new member.
  - 10.8. SI shall ensure that SI's Team is competent, professional and possesses the requisite qualifications and experience appropriate to the task they are required to perform under this Contract. SI shall ensure that the services are performed through the efforts of SI's Team, in accordance with the terms hereof and to the satisfaction of the Authority. Nothing in this Contract relieves SI from its liabilities or obligations under this Contract to provide the Services in accordance with the Authority's directions and requirements and as stated in this Contract and the Bid to the extent accepted by the Authority and SI shall be liable for any non-performance, non-compliance, breach or other loss and damage resulting either directly or indirectly by or on account of its Team.
  - 10.9. SI shall be fully responsible for deployment / installation / development and integration of all the software and hardware components and resolve any problems / issues that may arise due to integration of components.
  - 10.10. SI shall ensure that the OEMs supply equipment/ components including associated accessories and software required and shall support SI in the installation, commissioning, integration and maintenance of these components during the entire period of contract. SI shall ensure that the COTS OEMs supply the software applications and shall support SI in the installation / deployment, integration, roll-out and maintenance of these applications during the entire period of contract. It must clearly be understood by SI that warranty and O&M of the system, products and services incorporated as part of system would commence from the day of Go-Live of system as a complete Integrated Solid Waste Management solution including all the solutions proposed. SI would be required to explicitly display that he/ they have a back to back arrangement for provisioning of warranty/ O&M support till the end of contract period with the relevant OEMs. The annual maintenance support shall include patches and updates the software, hardware components and other devices.

- 10.11. All the software licenses that SI proposes should be perpetual software licenses. The software licenses shall not be restricted based on location and the Authority should have the flexibility to use the software licenses for other requirements if required.
- 10.12. All the OEMs that SI proposes should have Dealer possession licenses.
- 10.13. The Authority reserves the right to review the terms of the Warranty and Annual Maintenance agreements entered into between SI and OEMs and no such agreement/contract shall be executed, amended, modified and/or terminated without the prior written consent of the Authority. An executed copy of each of such agreements/contracts shall, immediately upon execution be submitted by SI to the Authority.
- 10.14. SI shall ensure that none of the components and sub-components is declared end-of-sale or end-of-support by the respective OEM at the time of submission of bid. If the OEM declares any of the products/ solutions end-of-sale subsequently, the SI shall ensure that the same is supported by the respective OEM for contract period.
- 10.15. If a product is de-supported by the OEM for any reason whatsoever, from the date of Acceptance of the System till the end of contract, SI should replace the products/ solutions with an alternate that is acceptable to the Authority at no additional cost to the Authority and without causing any performance degradation.
- 10.16. The Licenses will be in the name of Authority only during the project period.
- 10.17. SI shall ensure that the OEMs provide the support and assistance to SI in case of any problems / issues arising due to integration of components supplied by him with any other component(s)/ product(s) under the purview of the overall solution. If the same is not resolved for any reason whatsoever, SI shall replace the required component(s) with an equivalent or better substitute that is acceptable to Authority without any additional cost to the Authority and without impacting the performance of the solution in any manner whatsoever.
- 10.18. SI shall ensure that the OEMs for hardware servers/equipment supply and/or install all type of updates, patches, fixes and/or bug fixes for the firmware or software from time to time at no additional cost to the Authority.
- 10.19. SI shall ensure that the OEMs for equipment or SI's trained engineers conduct the preventive maintenance on a Quarterly basis and break-fix maintenance in accordance with the best practices followed in the industry. SI shall ensure that the documentation and training services associated with the components shall be provided by the OEM partner or OEM's certified training partner without any additional cost to the Authority.
- 10.20. The training has to be conducted using official OEM course curriculum mapped with the hardware / Software Product's to be implemented in the project.
- 10.21. SI and their personnel/representative shall not alter / change / replace any hardware component proprietary to the Authority and/or under warranty or O&M of third party without prior consent of the Authority.
- 10.22. SI shall provision the required critical spares/ components at the designated Datacenter Sites / office locations of the Authority for meeting the uptime commitment of the components supplied by him.
- 10.23. SI's representative(s) shall have all the powers requisite for the execution of scope of work and performance of services under this contract. SI's representative(s) shall liaise with the Authority's representative for the proper coordination and timely completion of the works and on any other matters pertaining to the works. SI shall extend full co-operation to Authority's representative in the manner required by them for supervision/ inspection/ observation of the equipment/ goods/ material, procedures, performance, progress, reports and records pertaining to the works. He shall also have complete charge of SI's personnel engaged in the performance of the works and to ensure compliance of rules, regulations and

safety practice. He shall also cooperate with the other Service Providers/Vendors of the Authority working at the Authority's office locations & field locations and DC, Cloud and DRC sites. Such SI's representative(s) shall be available to the Authority's Representative at respective Datacenter during the execution of works.

- 10.24. The Authority reserves the right to review, approve and require amendment of the terms of any Contract or agreements entered into by the SI as a consortium or through any of its members and no such agreement/contract shall be executed, amended, modified and/or terminated without the prior written consent of the Authority. An executed copy of each of such agreements/contracts shall, immediately upon execution be submitted by SI to the Authority. Further, wherever desired by the Authority, Tri-partite agreement/ contract shall be executed.
- 10.25. SI shall be responsible on an ongoing basis for coordination with other vendors and agencies of the Authority in order to resolve issues and oversee implementation of the same. SI, AUTHORITY and other vendors shall be responsible for resolving conflicts with vendors in case of borderline integration issues. (AUTHORITY will confirm responsibility of each party).

### **10.26. Access to Sites**

- 10.26.1. Sites would include transfer stations, landfill etc.
- 10.26.2. The Authority's representative upon receipt of request from SI intimating commencement of activities at various locations shall give to SI access to as much of the Sites as may be necessary to enable SI to commence and proceed with the installation of the works in accordance with the program of work. Any reasonable proposal of SI for access to Site to proceed with the installation of work in accordance with the program of work shall be considered for approval and shall not be unreasonably withheld by the Authority. Such requests shall be made to the Authority's representative in writing at least 7 days prior to start of the work.
- 10.26.3. At the site locations, the Authority's representative shall give to SI access to as much as may be necessary to enable SI to commence and proceed with the installation of the works in accordance with the program of work or for performance of Facilities Management Services.

### **10.27. Start of Installation**

- 10.27.1. SI shall co-ordinate with the Authority and stakeholders for the complete setup of sites before commencement of installation of other areas as mentioned in Section 2: of the RFP Volume I document. Authority will provide a SPOC for the same.
- 10.27.2. The plan and design documents thus developed shall be submitted by SI for approval by the Authority.
- 10.27.3. After obtaining the approval from the Authority, SI shall commence the installation.

### **10.28. Reporting Progress**

- 10.28.1. SI shall monitor progress of all the activities related to the execution of this contract and shall submit to the Authority, progress reports with reference to all related work, milestones and their progress during the implementation phase.
- 10.28.2. Formats for all above mentioned reports and their dissemination mechanism shall be discussed and finalized along with project plan. The Authority on mutual agreement

- between both parties may change the formats, periodicity and dissemination mechanism for such reports.
- 10.28.3. Periodic meetings shall be held between the representatives of the Authority and SI once in every 7 days during the implementation phase to discuss the progress of implementation. After the implementation phase is over, the meeting shall be held as an ongoing basis, as desired by Authority, to discuss the performance of the contract.
- 10.28.4. SI shall ensure that the SPOC from the respective modules teams involved in the execution of work are part of such meetings.
- 10.28.5. Several review committees involving representative of the Authority and senior officials of SI shall be formed for the purpose of this project. These committees shall meet at intervals, as decided by the Authority later, to oversee the progress of the implementation.
- 10.28.6. All the goods, services and manpower to be provided / deployed by SI under the Contract and the manner and speed of execution and maintenance of the work and services are to be conducted in a manner to the satisfaction of Authority's representative in accordance with the Contract.
- 10.28.7. The Authority reserves the right to inspect and monitor/ assess the progress/ performance of the work / services at any time during the course of the Contract. The Authority may demand and upon such demand being made, SI shall provide documents, data, material or any other information which the Authority may require, to enable it to assess the progress/ performance of the work / service.
- 10.28.8. At any time during the course of the Contract, the Authority shall also have the right to conduct, either itself or through another agency as it may deem fit, an audit to monitor the project performance by SI of its obligations/ functions in accordance with the standards committed to or required by the Authority and SI undertakes to cooperate with and provide to the Authority/ any other agency appointed by the Authority, all Documents and other details as may be required by them for this purpose. Such audit shall not include SI's books of accounts.
- 10.28.9. Should the rate of progress of the works or any part of them at any time fall behind the stipulated time for completion or is found to be too slow to ensure completion of the works by the stipulated time, or is in deviation to Tender requirements/ standards, the Authority's representative shall so notify SI in writing.
- 10.28.10. SI shall reply to the written notice giving details of the measures he proposes to take to expedite the progress so as to complete the works by the prescribed time or to ensure compliance to RFP requirements. SI shall not be entitled to any additional payment for taking such steps. If at any time it should appear to the Authority or Authority's representative that the actual progress of work does not conform to the approved plan SI shall produce at the request of the Authority's representative a revised plan showing the modification to the approved plan necessary to ensure completion of the works within the time for completion or steps initiated to ensure compliance to the stipulated requirements.
- 10.28.11. The submission seeking approval by the Authority or Authority's representative of such plan shall not relieve SI of any of his duties or responsibilities under the Contract.
- 10.28.12. In case during execution of works, the progress falls behind schedule or does not meet the RFP requirements, SI shall deploy extra manpower/ resources to make up the progress or to meet the RFP requirements. Plan for deployment of extra man power/ resources shall be submitted to the Authority for its review and approval. All time and cost effect in this respect shall be borne, by SI within the contract value.

### **10.29. Knowledge of Solid Waste Management Operations etc.**

- 10.29.1. SI shall be granted access to the transfer stations, landfill site etc for inspection by the Authority before commencement of installation. The plan shall be drawn mutually at a later stage.
- 10.29.2. SI shall be deemed to have knowledge of the solid waste management operation, vehicle tracking etc. and information available in connection therewith and to have satisfied itself the form and nature thereof including, the data contained in the Bidding Documents, the physical and climatic conditions, the quantities and nature of the works and materials necessary for the completion of the works, the means of access, etc. and in general to have obtained itself all necessary information of all risks, contingencies and circumstances affecting his obligations and responsibilities therewith under the Contract and his ability to perform it. However, if during pre-installation survey / during delivery or installation, SI detects physical conditions and/or obstructions affecting the work, SI shall take all measures to overcome them.

### **10.30. Project Plan**

- 10.30.1. Within 15 calendar days of effective date of the contract/ Issuance of LoA, SI shall submit to the Authority for its approval a detailed Project Plan with details of the project showing the sequence, procedure and method in which he proposes to carry out the works. The Plan so submitted by SI shall conform to the requirements and timelines specified in the Contract. The Authority and SI shall discuss and agree upon the work procedures to be followed for effective execution of the works, which SI intends to deploy and shall be clearly specified. The Project Plan shall include but not limited to project organization, communication structure, proposed staffing, roles and responsibilities, processes and tool sets to be used for quality assurance, security and confidentiality practices in accordance with industry best practices, project plan and delivery schedule in accordance with the Contract. Approval by the Authority's representative of the Project Plan shall not relieve SI of any of his duties or responsibilities under the Contract.
- 10.30.2. If SI's work plans necessitate a disruption/ shutdown in Authority's operation, the plan shall be mutually discussed and developed so as to keep such disruption/shutdown to the barest unavoidable minimum. Any time and cost arising due to failure of SI to develop/adhere such a work plan shall be to his account.

### **10.31. Adherence to safety procedures, rules regulations and restriction**

- 10.31.1. SI's Team shall comply with the provision of all laws including labour laws, rules, regulations and notifications issued there under from time to time. All safety and labour laws enforced by statutory agencies and by Authority shall be applicable in the performance of this Contract and SI's Team shall abide by these laws.
- 10.31.2. SI shall take all measures necessary or proper to protect the personnel, work and facilities and shall observe all reasonable safety rules and instructions. SI's Team shall adhere to all security requirement/ regulations of the Authority during the execution of the work. Authority's employee also shall comply with safety procedures/ policy.
- 10.31.3. SI shall report as soon as possible any evidence, which may indicate or is likely to lead to an abnormal or dangerous situation and shall take all necessary emergency control steps to avoid such abnormal situations.

### **10.32. Statutory Requirements**

During the tenure of this Contract nothing shall be done by SI or his team including consortium in contravention of any law, act and/ or rules/regulations, there under or any amendment thereof governing inter-alia customs, stowaways, foreign exchange etc. and shall keep Authority indemnified in this regard.

### **11. Authority's Obligations**

- 11.1. Authority or his/her nominated representative shall act as the nodal point for implementation of the contract and for issuing necessary instructions, approvals, commissioning, acceptance certificates, payments etc. to SI.
- 11.2. Authority shall ensure that timely approval is provided to SI as and when required, which may include approval of project plans, implementation methodology, design documents, specifications, or any other document necessary in fulfillment of this contract.
- 11.3. The Authority's representative shall interface with SI, to provide the required information, clarifications, and to resolve any issues as may arise during the execution of the Contract. Authority shall provide adequate cooperation in providing details, coordinating and obtaining of approvals from various governmental agencies, in cases, where the intervention of the Authority is proper and necessary.
- 11.4. Authority may provide on SI's request, particulars/ information/ or documentation that may be required by SI for proper planning and execution of work and for providing services covered under this contract and for which SI may have to coordinate with respective vendors.
- 11.5. Authority shall provide to SI only sitting space and basic infrastructure not including, internet, stationery and other consumables at the Authority's office locations.
- 11.6. Authority reserves the right to procure the hardware including devices on quarterly basis in first year based on actual deployment and O&M shall be applicable whenever the devices are procured and deployed till end of the contract.
- 11.7. Site Not Ready: Authority hereby agrees to make the project sites ready as per the agreed specifications, within the agreed timelines. Authority agrees that SI shall not be in any manner liable for any delay arising out of Authority's failure to make the site ready within the stipulated period, including but not limited to levy of liquidated damages for any delay in performance of Services under the terms of this Agreement.

### **12. Payments**

- 12.1. Authority shall make payments to SI at the time and in the manner set out in the Payment schedule as specified in Section 2.11 in RFP Volume I subject to the penalties as mentioned under Clause 42 of Section C- Service Levels of Volume II. Authority shall make all efforts to make payments to SI within 30 days of receipt of invoice(s) and all necessary supporting documents.
- 12.2. All payments agreed to be made by Authority to SI in accordance with the Bid shall be inclusive of all statutory levies, duties, taxes and other charges whenever levied/applicable, if any, and Authority shall not be liable to pay any such levies/ other charges under or in relation to this Contract and/or the Services.
- 12.3. No invoice for extra work/change order on account of change order shall be submitted by SI unless the said extra work /change order has been authorized/approved by the Authority in writing in accordance with Change Control Note (Annexure I of this section of the RFP Volume II) .

- 12.4. In the event of Authority noticing at any time that any amount has been disbursed wrongly to SI or any other amount is due from SI to the Authority, the Authority may without prejudice to its rights recover such amounts by other means after notifying SI or deduct such amount from any payment falling due to SI. The details of such recovery, if any, shall be intimated to SI. SI shall receive the payment of undisputed amount under subsequent invoice for any amount that has been omitted in previous invoice by mistake on the part of the Authority or SI.
- 12.5. All payments to SI shall be subject to the deductions of tax at source under Income Tax Act, and other taxes and deductions as provided for under any law, rule or regulation. All costs, damages or expenses which Authority may have paid or incurred, for which under the provisions of the Contract, SI is liable, the same shall be deducted by Authority from any dues to SI. All payments to SI shall be made after making necessary deductions as per terms of the Contract and recoveries towards facilities, if any, provided by the Authority to SI on chargeable basis.

### **13. Intellectual Property Rights**

- 13.1 **“Background IP”** shall mean the full range of a Party’s Know-How and Intellectual Property Rights, including but not limited to recipes, processes, specifications, methods, practices and procedures in the same field as the specific Solution for this Project (i) existing on the Effective Date of this Agreement and/or (ii) acquired or developed by a Party outside of this Agreement but during the term of this Agreement, and which that Party is free to dispose of. Background IP shall be treated as Confidential Information by the receiving party as well as the supplier party.
- 13.2 Each Party shall retain undivided ownership in and to its Background IP. Except as otherwise stated in this Agreement, neither Party shall grant or be construed as granting any rights by license or otherwise to the other Party of any Background IP. Background IP shall be treated as the other Party’s Confidential Information to which confidentiality obligations under this Agreement shall apply.
- 13.3 Each Party shall grant the other Party, who accepts, a license on its Background IP solely for the execution of this Project.
- 13.4 Except for the rights granted in the preceding paragraph, Parties agree that any other license on the Background IP, such as and including but not limited to the license to the use of a Party’s Background IP needed for the use of Foreground IP, cannot be granted through this Agreement and must be subject of a separate agreement to be executed on terms and conditions to be decided mutually at such point in time. It stands clarified that Parties agree to indemnify the other for any dispute arising out of Background IP.
- 13.5 **“Know-How”** shall mean the expertise, practice, experience, factual and technical knowledge in the field of the Solution or a specific subject as detailed in this Agreement, built up by a Party and relating to the Solution executed under this Agreement.
- 13.6 During a period of three (3) years from the Effective Date, Parties agree that the IP developed under the Agreement (**“Foreground IP”**), (**“SI Foreground IP”**), will be jointly owned by System Integrator and IMC. System Integrator will carry sole rights to, distribute, license or commercialize the Foreground IP with other customers. During the period of 3 years, System Integrator shall share the revenue proceeds with IMC which shall be decided on case to case basis as per mutual agreement basis merit and project commercials. Upon completion of 3 years period, Parties shall enter into negotiations. It stands clarified that the ownership right over base platform, if any, and further

- configuration / customization for new customer requirement shall vest solely with SI or any other third party vendor, and only development done for IMC shall be monetized and considered for revenue sharing. Parties also agree to not sell, assign or transfer their ownership interest in the Foreground IP, without explicit written consent of other party.
- 13.7 Both parties agree to jointly defend if a third party claims for infringement due to the use of Foreground IP developed under the Agreement. In the event only one party is sued, parties agree to be jointly responsible to defend the claim.
- 13.8 In the event of happening of either of the following situations:
- i. Termination for any reason whatsoever,
  - ii. Completion of 3 years period or
  - iii. litigation or assertion made for Foreground IP by a third party,
- Both parties agree to retain equal liability going forward on maintenance and litigation or work out a buyout option in favour of any one Party based on costs or future revenue sharing arrangement and commercial interests etc. to be decided mutually at such event.

## **14. Taxes**

- 14.1. SI shall bear all personnel taxes levied or imposed on its personnel, or any other member of SI's Team, etc. on account of payment received under this Contract. SI shall bear all corporate taxes, levied or imposed on SI on account of payments received by it from the Authority for the work done under this Contract.
- 14.2. SI shall bear all taxes and duties etc. levied or imposed on SI under the Contract including but not limited to Sales Tax, Customs duty, Excise duty, Octroi, Service Tax, VAT, Works Contracts Tax and all Income Tax levied under Indian Income Tax Act - 1961 or any amendment thereof during the entire contract period, i.e., on account of material supplied and services rendered and payments received by him from the Authority under the Contract. It shall be the responsibility of SI to submit to the concerned Indian authorities the returns and all other connected documents required for this purpose. SI shall also provide the Authority such information, as it may be required in regard to SI's details of payment made by the Authority under the Contract for proper assessment of taxes and duties. The amount of tax withheld by the Authority shall at all times be in accordance with Indian Tax Law and the Authority shall promptly furnish to SI original certificates for tax deduction at source and paid to the Tax Authorities.
- 14.3. SI agrees that he shall comply with the Indian Income Tax Act in force from time to time and pay Indian Income Tax, as may be imposed/ levied on them by the Indian Income Tax Authorities, for the payments received by them for the works under the Contract.
- 14.4. SIs shall fully familiarize themselves about the applicable domestic taxes (such as value added or sales tax, service tax, income taxes, duties, fees, levies, etc.) on amounts payable by the Authority under the Agreement. All such taxes must be included by SIs in the financial proposal. (SI to find out applicable taxes for the components being proposed.)
- 14.5. If SI fail to submit returns/pay taxes in times as stipulated under applicable Indian/State Tax Laws and consequently any interest or penalty is imposed by the concerned authority, SI shall pay the same. SI shall indemnify Authority against any and all liabilities or claims arising out of this Contract for such taxes including interest and penalty by any such Tax Authority may assess or levy against the Authority/SI.
- 14.6. Any variation in applicable taxes, whether resulting into increase in rate of taxes or levy of new tax or reduction in rate of taxes or abolition of existing taxes due to a new tax legislation or



otherwise, shall be borne by the Customer/Client. An equitable adjustment of the Contract Price shall be made to fully take into account any such change by addition to the Contract Price or deduction there from as the case may be.”

## **15. Indemnity**

SI shall indemnify the Authority from and against any cost, loss, damages, expense, claims those from third parties incurred inter alia during and after the Contract period out of:

- a. any gross negligence or willful wrongful act or willful omission by SI in connection with or incidental to this Contract; or
- b. any infringement of patent, trademark/copyright or industrial design rights arising from the use of the supplied goods and related services or any part thereof if it is solely attributable to SI

## **16. Warranty**

- 16.1. A comprehensive warranty applicable on goods supplied under this contract shall be provided for the period of contract from the date of acceptance of respective system by the Authority.
- 16.2. Technical Support for Software applications shall be provided by the respective OEMs for the period of contract. The Technical Support should include all upgrades, updates and patches to the respective Software applications.
- 16.3. The SI covenants that the Goods supplied under the Contract are new, non-refurbished, unused and recently manufactured; shall not be nearing End of sale / End of support; and shall be supported by the SI and respective OEM along with service and spares support to ensure its efficient and effective operation for the entire duration of the contract.
- 16.4. The SI covenants that the goods supplied under this contract shall be of good grade and quality and consisted with the established and generally accepted standards for materials of this type. The goods shall be in full conformity with the specifications and shall operate properly and safely. All recent design improvements in goods, unless provided otherwise in the Contract (after Go-Live), shall also be made available at additional cost.
- 16.5. The SI further covenants that the Goods supplied under this Contract shall be free from all encumbrances and defects/faults arising from design, material, manufacture or workmanship (except insofar as the design or material is required by the Authority's Specifications) or from any act or omission of the SI, that may develop under normal use of the supplied Goods in the conditions prevailing at the site.
- 16.6. The Authority shall promptly notify the SI in writing of any claims arising under this warranty.
- 16.7. Upon receipt of such notice, the SI shall, with all reasonable speed, repair or replace the defective Goods or parts thereof, without prejudice to any other rights which the Authority may have against the SI under the Contract.
- 16.8. If the SI, having been notified, fails to remedy the defect(s) within a reasonable period which shall not be less than thirty days, the Authority may proceed to take such remedial action as may be necessary, at the SI's risk and expense subject to maximum of the total cost of the defect goods/services which was agreed to be paid to the SI
- 16.9. Any OEM specific warranty terms that do not conform to conditions under this Contract shall not be acceptable

## 17. Term and Extension of the Contract

- 17.1. The Contract period shall commence from the date of signing of contract, and shall remain valid for 36 Months from the date of Go Live of the system.
- 17.2. If the delay occurs due to circumstances beyond control of SI such as strikes, lockouts, fire, accident, defective materials, delay in approvals or any cause whatsoever beyond the reasonable control of SI, a reasonable extension of time shall be granted by the Authority.
- 17.3. The Authority shall reserve the sole right to grant any extension to the term abovementioned and shall notify in writing to SI, at least 3 (three) months before the expiration of the Term hereof, whether it shall grant SI an extension of the Term. The decision to grant or refuse the extension shall be at the Authority's discretion and such extension of the contract, if any, shall be as per terms agreed mutually between the Authority and SI.
- 17.4. Where the Authority is of the view that no further extension of the term be granted to SI, the Authority shall notify SI of its decision at least 3 (three) months prior to the expiry of the Term. Upon receipt of such notice, SI shall continue to perform all its obligations hereunder, until such reasonable time beyond the Term of the Contract within which, the Authority shall either appoint an alternative agency/SI or create its own infrastructure to operate such Services as are provided under this Contract.

## 18. Dispute Resolution

- 18.1. In case, a dispute is referred to arbitration, the arbitration shall be under the **Indian Arbitration and Conciliation Act, 1996** and any statutory modification or re-enactment thereof.
- 18.2. If during the subsistence of this Contract or thereafter, any dispute between the Parties hereto arising out of or in connection with the validity, interpretation, implementation, material breach or any alleged material breach of any provision of this Contract or regarding any question, including as to whether the termination of this Contract by one Party hereto has been legitimate, the Parties hereto shall endeavor to settle such dispute amicably and/or by Conciliation to be governed by the Arbitration and Conciliation Act, 1996 or as may be agreed to between the Parties. The attempt to bring about an amicable settlement is considered to have failed as soon as one of the Parties hereto, after reasonable attempts; which attempt shall continue for not less than thirty (30) days, gives thirty (30) day notice to refer the dispute to arbitration to the other Party in writing.
- 18.3. The Arbitration proceedings shall be governed by the Arbitration and Conciliation Act, 1996.
- 18.4. The Arbitration proceedings shall be held in Indore, Madhya Pradesh, India.
- 18.5. The Arbitration proceeding shall be governed by the substantive laws of India.
- 18.6. The proceedings of Arbitration shall be in Hindi/English language.
- 18.7. Except as otherwise provided elsewhere in the contract if any dispute, difference, question or disagreement arises between the parties hereto or their respective representatives or assignees, at any time in connection with construction, meaning, operation, effect, interpretation or out of the contract or breach thereof the same shall be referred to a Tribunal of three (3) Arbitrators, constituted as per the terms of and under the (Indian) Arbitration and Conciliation Act, 1996. Each party to the contract shall appoint/ nominate one Arbitrator each, the two Arbitrators so appointed/ nominated by the Parties herein shall together choose the third Arbitrator, who shall be the Presiding Arbitrator of the Tribunal. The consortium of the three Arbitrators shall form the Arbitral Tribunal.
- 18.8. In case, a party fails to appoint an arbitrator within 30 days from the receipt of the request to do so by the other party or the two Arbitrators so appointed fail to agree on the appointment of third Arbitrator within 30 days from the date of their appointment upon request of a party,

- the Chief Justice of the Indore High Court or any person or institution designated by him shall appoint the Arbitrator/Presiding Arbitrator upon request of one of the parties.
- 18.9. Any letter, notice or other communications dispatched to SI relating to either arbitration proceeding or otherwise whether through the post or through a representative on the address last notified to the Authority by SI shall be deemed to have been received by SI although returned with the remarks, refused 'undelivered' where about not known or words to that effect or for any other reasons whatsoever.
- 18.10. If the Arbitrator so appointed dies, resigns, incapacitated or withdraws for any reason from the proceedings, it shall be lawful for the Authority to appoint another person in his place in the same manner as aforesaid. Such person shall proceed with the reference from the stage where his predecessor had left if both parties consent for the same; otherwise, he shall proceed de novo.
- 18.11. It is a term of the contract that the party invoking arbitration shall specify all disputes to be referred to arbitration at the time of invocation of arbitration and not thereafter.
- 18.12. It is also a term of the contract that neither party to the contract shall be entitled for any interest on the amount of the award.
- 18.13. The Arbitrator shall give reasoned award and the same shall be final, conclusive and binding on the parties.
- 18.14. The fees of the arbitrator, costs and other expenses incidental to the arbitration proceedings shall be borne equally by the parties.

## **19. Time is of the essence**

Time shall be of the essence in respect of any date or period specified in this Contract or any notice, demand or other communication served under or pursuant to any provision of this Contract and in particular in respect of the completion of the activities by SI by the specified completion date.

## **20. Conflict of interest**

SI shall disclose to the Authority in writing, all actual and potential conflicts of interest that exist, arise or may arise (either for SI or SI's Team) in the course of performing the Services as soon as practical after it becomes aware of that conflict.

## **21. Publicity**

SI shall not make or permit to be made a public announcement or media release about any aspect of this Contract unless the Authority first gives SI its written consent.

## **22. Force Majeure**

- 22.1. Force Majeure shall not include any events caused due to acts/ omissions of SI resulting in a breach/ contravention of any of the terms of the Contract and/or SI's Bid. It shall also not include any default on the part of SI due to its negligence or failure to implement the stipulated/ proposed precautions, as were required to be taken under the Contract.
- 22.2. The failure or occurrence of a delay in performance of any of the obligations of either party shall constitute a Force Majeure event only where such failure or delay could not have reasonably been foreseen i.e. war, or hostility, acts of the public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restriction, strikes, lockouts or act of God (hereinafter referred to as events) , or where despite the presence of adequate and stipulated safeguards the failure to perform obligations has occurred at any location in scope. In such an event, the affected party shall inform the other party in writing within five days of

the occurrence of such event. Any failure or lapse on the part of SI in performing any obligation as is necessary and proper, to negate the damage due to projected force majeure events or to mitigate the damage that may be caused due to the above mentioned events or the failure to provide adequate disaster management/ recovery or any failure in setting up a contingency mechanism would not constitute force majeure, as set out above.

- 22.3. In case of a Force Majeure, all Parties shall endeavor to agree on an alternate mode of performance in order to ensure the continuity of service and implementation of the obligations of a party under the Contract and to minimize any adverse consequences of Force Majeure.

## **23. Delivery**

- 23.1. SI shall bear the cost for packing, transport, insurance, storage and delivery of all the goods for “Selection of SI for Design, Development, Implementation and Operation & Maintenance of Integrated Solid Waste Management System” at all locations identified by the Authority in Indore, Madhya Pradesh.
- 23.2. The Goods and manpower supplied under this Contract shall conform to the standards mentioned in the RFP, and, when no applicable standard is mentioned, to the authoritative standards; such standard shall be approved by Authority.

## **24. Insurance**

- 24.1. The Goods supplied under this Contract shall be comprehensively insured by SI at his own cost, against any loss or damage, for the entire period of the contract. SI shall submit to the Authority, documentary evidence issued by the insurance company, indicating that such insurance has been taken. Insurance to be issued on the name of Authority (ISCDL).
- 24.2. SI shall bear all the statutory levies like customs, insurance, freight, etc. applicable on the goods and also the charges like transportation charges, octroi, etc. that may be applicable till the goods are delivered at the respective sites of installation shall also be borne by SI.
- 24.3. SI shall take out and maintain at its own cost, on terms and conditions approved by the Authority, insurance against the risks, and for the coverages, as specified below;
- a. At the Authority’s request, shall provide evidence to the Authority showing that such insurance has been taken out and maintained and that the current premiums therefore have been paid.
  - b. Employer's liability and workers' compensation insurance in respect of the Personnel of the Company, in accordance with the relevant provisions of the Applicable Law, as well as, with respect to such Personnel, any such life, health, accident, travel or other insurance as may be appropriate

## **25. Transfer of Ownership**

- 25.1. SI must transfer all titles to the assets and goods procured for the purpose of the project to the Authority at the time of transfer of possession of System or Go-Live whichever is earlier. This includes all licenses, titles, source code, certificates, hardware, devices, equipment’s etc. related to the system designed, developed, installed and maintained by SI. SI is expected to provide source code, transfer IPR and ownership right of only those solutions which would be customized by SI for the use of ISCDL. For any pre-existing work, SI and ISCDL shall be held jointly responsible and its use in any other project by SI shall be decided on mutual consent.

25.2. Forthwith upon expiry or earlier termination of the Contract and at any other time on demand by the Authority, SI shall deliver to the Authority all Documents provided by or originating from the Authority and all Documents produced by or from or for SI in the course of performing the Services, unless otherwise directed in writing by the Authority at no additional cost. SI shall not, without the prior written consent of the Authority store, copy, distribute or retain any such Documents.

## 26. Exit Management Plan

26.1. An Exit Management plan shall be furnished by SI in writing to the Authority within 90 days from the date of signing the Contract, which shall deal with at least the following aspects of exit management in relation to the contract as a whole and in relation to the Project Implementation, and Service Level monitoring.

- i. A detailed program of the transfer process that could be used in conjunction with a Replacement Service Provider including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer;
- ii. Plans for provision of contingent support to Project and Replacement Service Provider for a reasonable period after transfer.
- iii. Exit Management plan in case of normal termination of Contract period
- iv. Exit Management plan in case of any eventuality due to which Project is terminated before the contract period.
- v. Exit Management plan in case of termination of SI

26.2. Exit Management plan at the minimum adhere to the following:

- i. Three (3) months of the support to Replacement Service Provider post termination of the Contract
- ii. Complete handover of the Planning documents, bill of materials, functional requirements specification, technical specifications of all equipments, change requests if any, source codes, wherever applicable, reports, documents and other relevant items to the Replacement Service Provider/ Authority
- iii. Certificate of Acceptance from authorized representative of Replacement Service Provider issued to SI on successful completion of handover and knowledge transfer

26.3. In the event of termination or expiry of the contract, Project Implementation, or Service Level monitoring, both SI and Authority shall comply with the Exit Management Plan.

26.4. During the exit management period, SI shall use its best efforts to deliver the services.

## B SPECIAL CONDITIONS OF CONTRACT (SCC)

### 27. Performance Security

27.1. SI shall furnish Performance Security to the Authority at the time of signing the Contract which shall be equal to 10% of the value of the Contract and shall be in the form of a **Bank Guarantee Bond** from a Nationalized / Scheduled Commercial Bank in the Proforma given in Annexure 8 RFP Volume I within 15 days after issuance of letter of acceptance (LOA) which would be valid up to a period of six months after the contract completion period.

27.2. **Liquidated Damages**

- 27.3. If SI fails to supply, install or maintain any or all of the goods as per the contract, within the time period(s) specified in the RFP Volume I, the Authority without prejudice to its other rights and remedies under the Contract, deduct from the Contract price, as liquidated damages, a sum equivalent to 1 % per week or part thereof of contract value for a milestone/quarter. (Refer section 40.3.2. for details)
- 27.4. The deduction shall not in any case exceed **10 % of the contract value.**
- 27.5. The Authority may without prejudice to its right to effect recovery by any other method, deduct the amount of liquidated damages from any money belonging to SI in its hands (which includes the Authority's right to claim such amount against SI's Bank Guarantee) or which may become due to SI. Any such recovery or liquidated damages shall not in any way relieve SI from any of its obligations to complete the Work or from any other obligations and liabilities under the Contract.
- 27.6. Delay not attributable to SI shall be considered for exclusion for the purpose of computing liquidated damages.

## 28. Limitation of Liability:

Limitation of SI's Liability towards the Authority:

- 28.1. Neither Party shall be liable to the other Party for any indirect or consequential loss or damage (including loss of revenue and profits) arising out of or relating to the Contract.
- 28.2. Except in case of gross negligence or wilful misconduct on the part of SI or on the part of any person or company acting on behalf of SI in carrying out the Services,

SI shall not be liable to Authority:

(i) for any indirect or consequential loss or damage; and

(ii) for any direct loss or damage that exceeds the total aggregate payments payable under the contract to SI.

- 28.3. This limitation of liability shall not affect SI liability, if any, for damage to Third Parties caused by SI or any person or company acting on behalf of SI in carrying out the Services.

## 29. Ownership and Retention of Documents

- 29.1. The Authority shall own the Documents, prepared by or for SI arising out of or in connection with the Contract.
- 29.2. Forthwith upon expiry or earlier termination of this Contract and at any other time on demand by the Authority, SI shall deliver to the Authority all documents provided by or originating from the Authority and all documents produced by or for SI in the course of performing the Services, unless otherwise directed in writing by the Authority at no additional cost. SI shall not, without the prior written consent of the Authority store, copy, distribute or retain any such documents.

## 30. Information Security

- 30.1. SI shall not carry any written/printed document, layout diagrams, CD, hard disk, storage tapes, other storage devices or any other goods /material proprietary to Authority into / out of any location without written permission from the Authority.
- 30.2. SI shall not destroy any unwanted documents, defective tapes/media present at any location on their own. All such documents, tapes/media shall be handed over to the Authority.

- 30.3. All documentation and media at any location shall be properly identified, labeled and numbered by SI. SI shall keep track of all such items and provide a summary report of these items to the Authority whenever asked for.
- 30.4. Access to Authority's data and systems, Internet facility by SI at any location shall be in accordance with the written permission by the Authority. The Authority shall allow SI to use facility in a limited manner subject to availability. It is the responsibility of SI to prepare and equip himself in order to meet the requirements.
- 30.5. SI must acknowledge that Authority's business data and other Authority proprietary information or materials, whether developed by Authority or being used by Authority pursuant to a license agreement with a third party (the foregoing collectively referred to herein as "proprietary information") are confidential and proprietary to Authority; and SI along with its team agrees to use reasonable care to safeguard the proprietary information and to prevent the unauthorized use or disclosure thereof, which care shall not be less than that used by SI to protect its own proprietary information. SI recognizes that the goodwill of Authority depends, among other things, upon SI keeping such proprietary information confidential and that unauthorized disclosure of the same by SI or its team could damage the goodwill of Authority, and that by reason of SI's duties hereunder. SI may come into possession of such proprietary information, even though SI does not take any direct part in or furnish the services performed for the creation of said proprietary information and shall limit access thereto to employees with a need to such access to perform the services required by this agreement. SI shall use such information only for the purpose of performing the said services.
- 30.6. SI shall, upon termination of this agreement for any reason, or upon demand by Authority, whichever is earliest, return any and all information provided to SI by Authority, including any copies or reproductions, both hardcopy and electronic.
- 30.7. By virtue of the Contract, SI team may have access to personal information of the Authority and/or a third party. The Authority has the sole ownership of and the right to use, all such data in perpetuity including any data or other information pertaining to the citizens that may be in the possession of SI team in the course of performing the Services under the Contract

### **31. Records of contract documents**

- 31.1. SI shall at all-time make and keep sufficient copies of the process manuals, operating procedures, specifications, Contract documents and any other documentation for him to fulfil his duties under the Contract.
- 31.2. SI shall keep on the Site at least three copies of each and every specification and Contract Document, in excess of his own requirement and those copies shall be available at all times for use by the Authority's Representative and by any other person authorized by the Authority's Representative.

### **32. Security and Safety**

- 32.1. SI shall comply with the directions issued from time to time by the Authority and the standards related to the security and safety, in so far as it applies to the provision of the Services.
- 32.2. SI shall upon reasonable request by the Authority, or its nominee(s) participate in regular meetings when safety and information technology security matters are reviewed.

### 33. Confidentiality

- 33.1. SI shall not, either during the term or after expiration of this Contract for a period of one year, disclose any proprietary or confidential information relating to the Services/Contract and/or Authority's business/ operations, information, ,SI shall maintain the confidentiality of the software build pertaining to IPR. In case the information regarding application/software, hardware, business data, architecture schematics, designs, storage media and other information/documents needs to be shared, the SI shall take prior written consent of the Authority.
- 33.2. The Authority reserves the right to adopt legal proceedings, civil or criminal, against SI in relation to a dispute arising out of breach of obligation by SI under this clause.
- 33.3. SI shall do everything reasonably possible to preserve the confidentiality of the Confidential Information including execution of a confidentiality agreement with the Authority to the satisfaction of the Authority.
- 33.4. SI shall notify the Authority promptly if it is aware of any disclosure of the Confidential Information otherwise than as permitted by the Contract or with the authority of the Authority.
- 33.5. SI shall be liable to fully recompense the Authority for any loss of revenue arising from breach of confidentiality.
- 33.6 Confidentiality Obligation under this clause shall not be applicable if the information has been developed independently by either party, If information has been obtained legally from third party. If Information has to be disclosed to third party. The Confidentiality Obligation applicable to SI shall apply mutatis mutandis on Authority for thee information shared under this clause

### 34. Events of Default by SI

The failure on the part of SI to perform any of its obligations or comply with any of the terms of this Contract shall constitute an Event of Default on the part of SI. The events of default are limited to:

- 34.1. SI/ SI's Team has failed to perform any instructions or directives issued by the Authority which it deems proper and necessary to execute the scope of work or provide services under the Contract and if not followed would create adverse impact on the performance, or
- 34.2. SI/ SI's Team has failed to confirm / adhere to any of the key performance indicators as laid down in the Key Performance Measures / Service Levels, or if SI has fallen short of matching such standards / benchmarks / targets as the Authority may have designated with respect to the system or any goods, task or service, necessary for the execution of the scope of work and performance of services under this Contract. The above mentioned failure on the part of SI may be in terms of failure to adhere to performance, quality, timelines, specifications, requirements or any other criteria as defined by the Authority in this RFP/Contract;
- 34.3. SI has failed to remedy a defect or failure to perform its obligations in accordance with the specifications issued by the Authority in the contract/MSA, despite being served with a default notice which laid down the specific deviance on the part of SI/SI's Team to comply with any stipulations or standards as laid down by the Authority; or
- 34.4. SI/SI's Team has failed to adhere to any amended direction, instruction, modification or clarification as issued by the Authority during the term of this Contract and which the Authority deems proper and necessary for the execution of the scope of work under this Contract which if not executed would make it impossible to perform the contract provided such change does not create any commercial impact on SI.
- 34.5. SI/SI's Team has failed to demonstrate or sustain any representation or warranty made by it in this Contract, with respect to any of the terms of its Bid, the RFP and this Contract
- 34.6. There is a proceeding for bankruptcy, insolvency, winding up or there is an appointment of receiver, liquidator, assignee, or similar official against or in relation to SI.



- 34.7. SI/ SI's Team has failed to comply with or is in breach or contravention of any applicable laws.

Where there has been an occurrence of such defaults inter alia as stated above, the Authority shall issue a notice of default to SI, setting out specific defaults / deviances / omissions / non-compliances / non-performances and providing a notice of thirty (30) days to enable such defaulting party to remedy the default committed.

Where despite the issuance of a default notice to SI by the Authority, SI fails to remedy the default to the satisfaction of the Authority, the Authority may, where it deems fit, issue to the defaulting party another default notice or proceed to contract termination.

### **35. Termination**

The Authority may, terminate this Contract in whole or in part by giving SI a prior and written notice indicating its intention to terminate the Contract under the following circumstances:

- 35.1. Where the Authority is of the opinion that there has been such Event of Default on the part of SI/SI's Team which would make it proper and necessary to terminate this Contract and may include failure on the part of SI to respect any of its commitments with regard to any part of its obligations under its Bid, the RFP or under this Contract.
- 35.2. Where it comes to the Authority's attention that SI (or SI's Team) is in a position of actual conflict of interest with the interests of the Authority, in relation to any of terms of SI's Bid, the RFP or this Contract.
- 35.3. Where SI's ability to survive as an independent corporate entity is threatened or is lost owing to any reason whatsoever, including inter-alia the filing of any bankruptcy proceedings against SI, any failure by SI to pay any of its dues to its creditors, the institution of any winding up proceedings against SI or the happening of any such events that are adverse to the commercial viability of SI. In the event of the happening of any events of the above nature, the Authority shall reserve the right to take any steps as are necessary, to ensure the effective transition of the sites pilot site to a successor agency, and to ensure business continuity
- 35.4. Termination for Insolvency: The Authority may at any time terminate the Contract by giving written notice to SI, without compensation to SI, if SI becomes bankrupt or otherwise insolvent, provided that such termination shall not prejudice or affect any right of action or remedy which has accrued or shall accrue thereafter to the Authority.
- 35.5. SI may, subject to approval by the Authority, terminate this Contract before the expiry of the term by giving the Authority a prior and written notice at least 3 months in advance indicating its intention to terminate the Contract.

### **36. Consequence of Termination**

- 36.1. In the event of termination of the Contract due to any cause whatsoever, whether consequent to the stipulated Term of the Contract . SI shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach, and further allow and provide all such assistance to the Authority and/ or the successor agency/ service provider, as may be required, to take over the obligations of SI in relation to the execution/continued execution of the requirements of the Contract on such terms and conditions as may be mutually decided..
- 36.2. Where the termination of the Contract is prior to its stipulated term on account of a Default on the part of SI or due to the fact that the survival of SI as an independent corporate entity

- is threatened/has ceased, or for any other reason, whatsoever, the Authority, shall pay SI for that part of the Services which have been performed by SI up to the date of termination.
- 36.3. Nothing herein shall restrict the right of the Authority to invoke the Bank Guarantee and other Guarantees furnished hereunder and pursue such other rights and/or remedies that may be available to the Authority under law.
- 36.4. The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of the Contract that are expressly or by implication intended to come into or continue in force on or after such termination.

### **37. Change Control Note (CCN)**

- 37.1. This applies to and describes the procedure to be followed in the event of any proposed change to contract, site Implementation, and Service levels. Such change shall include, but shall not be limited to, changes in the scope of services provided by SI and changes to the terms of payment.
- 37.2. Change requests in respect of the contract, the site implementation, or the Service levels shall emanate from the Parties' representative who shall be responsible for obtaining approval for the change and who shall act as its sponsor throughout the Change Control Process and shall complete Part A of the CCN (Annexure I, of the RFP Volume II). CCNs shall be presented to the other Party's representative who shall acknowledge receipt by signature of the authorized representative of the Authority.
- 37.3. SI and the Authority while preparing the CCN, shall consider the change in the context of whether the change is beyond the scope of Services including ancillary and concomitant services required. The CCN shall be applicable for the items which are beyond the stated/implied scope of work as per the RFP document.

### **37.4. Quotation**

- 37.4.1. SI shall assess the CCN and complete Part B of the CCN. In completing Part B of the CCN SI/Lead Member shall provide as a minimum:
- a description of the change;
  - a list of deliverables required for implementing the change;
  - a timetable for implementation;
  - an estimate of any proposed change;
  - any relevant acceptance criteria;
  - an assessment of the value of the proposed change;
  - Material evidence to prove that the proposed change is not already covered within the scope of the RFP, Agreement and Service Levels.
- 37.4.2. Prior to submission of the completed CCN to the Authority or its nominated agencies, SI shall undertake its own internal review of the proposal and obtain all necessary internal approvals. As a part of this internal review process, SI shall consider the materiality of the proposed change in the context of the Agreement, the sites, Service levels affected by the change and the total effect that may arise from implementation of the change.
- 37.4.3. Each Party shall be responsible for its own costs incurred in the quotation, preparation of CCNs and in the completion of its obligations described in this process provided SI meets the obligations as set in the CCN. In the event SI is unable to meet the obligations as defined in the CCN then the cost of getting it done by third party shall be borne by SI. Change requests and CCNs shall be reported monthly to each Party's representative who shall prioritize and review progress.

## C. SERVICE LEVELS

### 38. Purpose

- 38.1. The purpose is to define the levels of service provided by SI to the Authority for the duration of the contract. The benefits of this are:
- 38.1.1. Start a process that applies to Authority and SI attention to some aspect of performance, only when that aspect drops below the threshold defined by the Authority.
  - 38.1.2. Help the Authority control the levels and performance of SI's services
- 38.2. The Service Levels are between the Authority and SI

### 39. Service Level Agreements & Targets

- 39.1. This section is agreed to by Authority and SI as the key performance indicator for the project. This may be reviewed and revised according to the procedures detailed in Clause 43 SLA Change Control.
- 39.2. The following section reflects the measurements to be used to track and report system's performance on a regular basis. The targets shown in the following tables are for the period of contract.
- 39.3. The procedures in Clause 43 shall be used if there is a dispute between Authority and SI on what the permanent targets should be.

### 40. General Principles of Service Level Agreements

The Service Level agreements have been logically segregated in the following categories:

#### 40.1. Liquidated Damages

The liquidated damages shall come into effect once the notification of Award has been issued by the Authority. It would be mainly applicable on the implementation phase of the project.

#### 40.2. Service Level Agreement

Service Level Agreement (SLA) shall become the part of contract between ISCDL and the SI. SLA defines the terms of the SI's responsibility in ensuring the timely delivery of the deliverables and the correctness of the same based on the agreed Performance Indicators as detailed in this section.

- The SI has to comply with service level requirements to ensure adherence to project timelines, quality and availability of services, throughout the period of this contract i.e. during implementation phase and for a period of three (3) years. The SI has to supply appropriate software/hardware/automated tools as may be required to monitor and submit reports of all the SLAs mentioned in this section of RFP of Volume II.
- For purposes of the SLA, the definitions and terms as specified in the document along with the following terms shall have the meanings set forth below:

- “Total Time” - Total number of hours in the quarter (or the concerned period) being considered for evaluation of SLA performance.
- "Uptime" – Time period for which the specified services/outcomes are available in the period being considered for evaluation of SLA. Formula for calculation of Uptime: 
$$\text{Uptime (\%)} = \{1 - [(\text{Downtime}) / (\text{Total time} - \text{scheduled maintenance time})]\} * 100$$
- “Downtime”- Time period for which the specified services/components/outcomes are not available in the concerned period, being considered for evaluation of SLA, which would exclude downtime owing to Force Majeure & Reasons beyond control of the SI.
- “Scheduled Maintenance Time” - Time period for which the specified services/components with specified technical and service standards are not available due to scheduled maintenance activity. The SI is required to take at least 10 days prior approval from ISCDL for any such activity. The scheduled maintenance should be carried out during non- peak hours (like post mid-night, and should not be for more than 4 hours. Such planned downtime would be granted max 4 times a year.
- “Incident” - Any event/abnormalities in the service being rendered, that may lead to disruption in normal operations and services to the end user.
- “Response Time” - Time elapsed from the moment an incident is reported in the Helpdesk over phone or by any applicable mode of communication, to the time when a resource is assigned for the resolution of the same.
- “Resolution Time” - Time elapsed from the moment incident is reported to Helpdesk either in person or automatically through system, to the time by which the incident is resolved completely and services as promised are restored.

#### 40.3. Pre-Implementation SLAs सबका सपना, स्मार्ट इन्दौर हो अपना

- 40.3.1. These SLAs shall be used to evaluate the timelines for completion of deliverables that are listed in the deliverable.
- 40.3.2. These SLAs for completion of individual payment milestones listed in the implementation schedule Section 2.12 of the RFP Volume I. For delay of every week in completion & submission of the deliverable mentioned in the RFP, the SI would be charged with a penalty as follows:

Delay (Weeks)	Penalty % on the respective Payment milestone value
1	1%
3	3%
5	5%
7	10%

- 40.3.3. The upper limit of penalty would be capped at 10% of the respective Payment Milestone value. In case the SI reaches 10% of the respective Payment Milestone value in the form of penalty at any point of time during pre-implementation phase, AUTHORITY reserves the right to invoke the termination clause.

**40.4. Post-Implementation SLAs**

40.5. These SLAs shall be used to evaluate the performance of the services on monthly basis.

40.6. Penalty levied for non- performance as per SLA requirements shall be deducted through subsequent payments due from ISCDL or through the Performance Bank Guarantee.

40.7. The SLA parameters shall be measured for each of the sub systems’ SLA parameter requirements and measurement methods, through appropriate SLA Measurement tools. All such required tools should be provided by the SI. ISCDL will have the authority to audit these tools for accuracy and reliability.

40.8. The upper limit of penalty would be capped at 10% of the OPEX value for each quarter. In case the calculated penalty crosses 10% penalty of the OPEX value in 2 subsequent quarters, ISCDL reserves the right to invoke the termination clause.

SNo	Uptime SLA	Penalty Clause
1	Uptime >= 99%	No Deduction
2	Uptime < 99%	(99- Uptime %) of monthly Operational Expense for the component. For example if uptime of component is 95%, then penalty imposed will be 99%-95% i.e. 4% equivalent quarterly installment of operational expenses.

**Uptime definition:** All devices have to be working and deliver the desired results. The no. of hours that the particular device/equipment does not work will be treated as down time. Uptime shall be calculated as  $Uptime (\%) = \{1 - [(Downtime) / (Total\ time - scheduled\ maintenance\ time)]\} * 100$ .

The penalties would be levied for every unit down time hour.

**40.9. SLA and Penalty for Helpdesk Response and Resolution time**

SNo	Parameter	Penalty Clause
1	For <= 5% of the calls not getting responded in less than or equal to 60 seconds per quarter	No Deduction
2	For > 5% of the calls not getting responded in less than or equal to 60 seconds per quarter	0.5% of the monthly OPEX value

**40.11. SLA for issue resolution**

S.No	Parameter	Metric	Frequency	Penalty
1	Severity 1 Issue	Resolution Time:	Daily	0.05% of monthly OPEX value per week for the

S.No	Parameter	Metric	Frequency	Penalty
		<= 8 Hrs from the time the call is logged by end user.		first two weeks for each occurrence, 0.1% of monthly OPEX value per week for every subsequent week, subject to a maximum of 10% post which ISCDL may invoke annulment of the contract.
2	Severity 2 Issue	Resolution Time: <= 4 Days from the time the call is logged by end user.	Daily	0.05% of monthly OPEX value per week for the first two weeks for each occurrence, 0.1% of monthly OPEX value per week for every subsequent week, subject to a maximum of 10% post which ISCDL may invoke annulment of the contract.
	Severity 3 Issue	Resolution Time: <= 10 Days from the time the call is logged by end user.	Daily	0.05% of monthly OPEX value per week for the first two weeks for each occurrence, 0.1% of monthly OPEX value per week for every subsequent week, subject to a maximum of 10% post which ISCDL may invoke annulment of the contract.
	Severity 4 Issue	Resolution Time: <= 20 Days from the time the call is logged by end user.	Daily	0.05% of monthly OPEX value per week for the first two weeks for each occurrence, 0.1% of monthly OPEX value per week for every subsequent week, subject to a maximum of 10% post which ISCDL may invoke annulment of the contract.

**Definitions:**

Severity 1: Web Portal or Mobile App or Integrated Solid Waste Management solution down for more than 60% users.

Severity 2: Web Portal or Mobile App or Integrated Solid Waste Management solution down for more than 30% users.

Severity 3: Modules of Web Portal or Mobile App or Integrated Solid Waste Management solution are not functional for users.

Severity 4: Minor functionality issues with Web Portal or Mobile App or Integrated Solid Waste Management solution

#### 40.12. SLA for Cloud Service

Service Level Description	Severity of violation	Measurement	
Composite Service Availability should be minimum 99%	High	Availability over the Quarter	No. of Violations to be counted for calculation of penalty
		< 99% & >= 98.7%	1
		< 98.7% & >= 98.5%	2
		< 98.5%	3 for every percentage drop or part thereof below 98.5%
Composite Service Availability means availability and performance of infrastructure and application services for proposed Smart City Solution on Cloud			

#### 40.13. Miscellaneous SLAs

SNo	Parameter	Metric	Frequency	Penalty
1	Compliance in document versioning and maintenance (FRS, SRS, Business Blue Prints, User Training Manual etc.), application version control, updates & patches etc.	100% as per requirement timelines	Weekly per occurrence	Rs.30,000 per occurrence per week of delay.
2	Manpower Availability & Readiness	100% as per requirement timelines	Daily	Rs 5,000 per day in case there is shortage in manpower deployment or lack of adequate skills
3	Scheduled downtime for System Maintenance per week	<= 2 times per month	Per Occurrence	Rs. 50,000 per occurrence for unscheduled downtime or scheduled downtimes exceeding the specified metric.
4	Resource Replacement	Within 7 days of exit of resource (in case of ISCDL initiated or supplier initiated)	Per Occurrence	Rs. 5,000 per day of unavailability of resource

SNo	Parameter	Metric	Frequency	Penalty
5	Application Security	Cyber Crime/Hacking/Data Theft/Fraud attributable to the service provider	Per Occurrence	Depending on the type of incident and its impact, a Penalty of 10% on the entire contract value or in case of severe issue (as defined by ISCDL) such breach may lead to termination of contract

#### 40.14. Client Site Availability

- The Bidder is expected to submit a quarterly report on the availability to the AUTHORITY.
- Client Site Infrastructure Systems.

#### Production Environment Compliance

Bidder shall ensure that no Non-production activity (issue resolution, bug fixing, UAT, Testing, patch update) is carried out on Production (Live) server. All such activities shall be carried out on a separate Test/ Non-production server by the Bidder. In case of non-compliance, AUTHORITY reserves the right to impose penalty, 5% of the subsequent payment, during the period of operation and may also invoke the Termination Clause.

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#### Client Site Application Performance

The below tables gives details on the Service Levels the Bidder should maintain.

S. No.	Service Level Description	Severity of Violation	Measurement
1	Average Application Response Time	Medium	<p>Average Application Response Time during peak usage hours as measured at any of AUTHORITY's location shall not exceed 3 seconds.</p> <p>The list of critical business functions and peak usage hours will be identified by AUTHORITY during the Detail Design phase.</p> <p>This service level will be measured on a quarterly basis.</p>



S. No.	Service Level Description	Severity of Violation	Measurement									
			<table border="1"> <thead> <tr> <th data-bbox="695 294 1023 422">Average Application Response Time over the Quarter</th> <th data-bbox="1029 294 1416 422">No. of violations to be counted for calculation of penalty</th> </tr> </thead> <tbody> <tr> <td data-bbox="695 422 1023 478">&gt; 3 sec &amp; &lt;= 5 sec</td> <td data-bbox="1029 422 1416 478">2</td> </tr> <tr> <td data-bbox="695 478 1023 535">&gt; 5 sec &amp; &lt;= 8 sec</td> <td data-bbox="1029 478 1416 535">4</td> </tr> <tr> <td data-bbox="695 535 1023 661">&gt; 8 sec</td> <td data-bbox="1029 535 1416 661">5 for every second increase or part thereof exceeding 8 seconds</td> </tr> </tbody> </table>	Average Application Response Time over the Quarter	No. of violations to be counted for calculation of penalty	> 3 sec & <= 5 sec	2	> 5 sec & <= 8 sec	4	> 8 sec	5 for every second increase or part thereof exceeding 8 seconds	
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			<p>In addition to the above, if the average application response time in any month in the Quarter goes beyond 8s, one (1) additional violation will be added for each such month to the overall violations for this service level in the quarter.</p>									
2	Maximum Time for Home Page opening	Low	<p>Maximum Time for Home Page opening during peak usage as measured at any of AUTHORITY's location shall not exceed 2 seconds.</p> <p>This service level will be measured on a quarterly basis.</p> <table border="1"> <thead> <tr> <th data-bbox="695 1094 1029 1222">Maximum Time for Home Page opening over the Quarter</th> <th data-bbox="1029 1094 1416 1222">No. of violations to be counted for calculation of penalty</th> </tr> </thead> <tbody> <tr> <td data-bbox="695 1222 1029 1278">&gt; 2 sec &amp; &lt;= 4 sec</td> <td data-bbox="1029 1222 1416 1278">2</td> </tr> <tr> <td data-bbox="695 1278 1029 1335">&gt; 4 sec &amp; &lt;= 6 sec</td> <td data-bbox="1029 1278 1416 1335">3</td> </tr> <tr> <td data-bbox="695 1335 1029 1474">&gt; 6 sec</td> <td data-bbox="1029 1335 1416 1474">4 for every second increase or part thereof exceeding 6 seconds</td> </tr> </tbody> </table> <p>In addition to the above, if the Maximum Time for Home Page opening in any month in the Quarter goes beyond 6s, one (1) additional violation will be added for each such month to the overall violations for this service level in the quarter.</p>		Maximum Time for Home Page opening over the Quarter	No. of violations to be counted for calculation of penalty	> 2 sec & <= 4 sec	2	> 4 sec & <= 6 sec	3	> 6 sec	4 for every second increase or part thereof exceeding 6 seconds
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> 2 sec & <= 4 sec	2											
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> 6 sec	4 for every second increase or part thereof exceeding 6 seconds											
3	Menu Page after User Login	Low	<p>Menu Page after User Login opening during peak usage as measured at any of AUTHORITY's location shall not exceed 2 seconds.</p>									

S. No.	Service Level Description	Severity of Violation	Measurement								
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4	Menu Navigation – To display the menu as per the defined user role and profile	Low	<p>Menu Navigation – To display the menu as per the defined user role and profile opening during peak usage as measured at any of AUTHORITY’s location shall not exceed 2 seconds.</p> <p>This service level will be measured on a quarterly basis.</p> <table border="1"> <thead> <tr> <th>Menu Navigation – To display the menu as per the defined user role and profile over the Quarter</th> <th>No. of violations to be counted for calculation of penalty</th> </tr> </thead> <tbody> <tr> <td>&gt; 2 sec &amp; &lt;= 4 sec</td> <td>2</td> </tr> <tr> <td>&gt; 4 sec &amp; &lt;= 6 sec</td> <td>3</td> </tr> <tr> <td>&gt; 6 sec</td> <td>4 for every second increase or part thereof exceeding 6 seconds</td> </tr> </tbody> </table> <p>In addition to the above, if the Menu Navigation – To display the menu as per the defined user role and profile opening in any month in the Quarter goes beyond 6s, one (1) additional violation will be added for each such month</p>	Menu Navigation – To display the menu as per the defined user role and profile over the Quarter	No. of violations to be counted for calculation of penalty	> 2 sec & <= 4 sec	2	> 4 sec & <= 6 sec	3	> 6 sec	4 for every second increase or part thereof exceeding 6 seconds
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S. No.	Service Level Description	Severity of Violation	Measurement								
			to the overall violations for this service level in the quarter.								
5	Screen Opening – To display the selected data entry screen from the menu chosen	Low	<p>Screen Opening – To display the selected data entry screen from the menu chosen during peak usage as measured at any of AUTHORITY’s location shall not exceed 2 seconds.</p> <p>This service level will be measured on a quarterly basis.</p> <table border="1"> <thead> <tr> <th>Screen Opening – To display the selected data entry screen from the menu chosen over the Quarter</th> <th>No. of violations to be counted for calculation of penalty</th> </tr> </thead> <tbody> <tr> <td>&gt; 2 sec &amp; &lt;= 4 sec</td> <td>2</td> </tr> <tr> <td>&gt; 4 sec &amp; &lt;= 6 sec</td> <td>3</td> </tr> <tr> <td>&gt; 6 sec</td> <td>4 for every second increase or part thereof exceeding 6 seconds</td> </tr> </tbody> </table> <p>In addition to the above, Screen Opening – To display the selected data entry screen from the menu chosen opening in any month in the Quarter goes beyond 6s, one (1) additional violation will be added for each such month to the overall violations for this service level in the quarter.</p>	Screen Opening – To display the selected data entry screen from the menu chosen over the Quarter	No. of violations to be counted for calculation of penalty	> 2 sec & <= 4 sec	2	> 4 sec & <= 6 sec	3	> 6 sec	4 for every second increase or part thereof exceeding 6 seconds
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6	Response time to commit a transaction <ul style="list-style-type: none"> <li>• Simple Complexity</li> <li>• Medium Complexity</li> <li>• High Complexity</li> </ul>	High	<p>Response time to commit a transaction during peak usage as measured at any of AUTHORITY’s location shall not exceed 4 seconds for Simple transactions, 7 seconds for Medium complexity transactions and 10 seconds for High Complexity transactions.</p> <p>This service level will be measured on a quarterly basis.</p> <p><b>Penalty for Simple transaction SLA violation</b></p> <table border="1"> <thead> <tr> <th>Response time to commit a Simple transaction over the Quarter</th> <th>No. of violations to be counted for</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> </tr> </tbody> </table>	Response time to commit a Simple transaction over the Quarter	No. of violations to be counted for						
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S. No.	Service Level Description	Severity of Violation	Measurement									
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			<p><b>Penalty for Medium Complexity transaction SLA violation</b></p>									
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			<p><b>Penalty for High Complexity transaction SLA violation</b></p>									

S. No.	Service Level Description	Severity of Violation	Measurement									
			<b>Response time to commit a High Complexity transaction over the Quarter</b>	<b>No. of violations to be counted for calculation of penalty</b>								
			> 10 sec & <= 12 sec	3								
			> 12 sec & <= 14 sec	4								
			> 14 sec	5 for every second increase or part thereof exceeding 14 seconds								
			In addition to the above, Response time to commit a <b>High Complexity</b> transaction in any month in the Quarter goes beyond 14s, one (1) additional violation will be added for each such month to the overall violations for this service level in the quarter.									
7	Response time for Screen with Query Retrieval <ul style="list-style-type: none"> <li>• Simple Query</li> <li>• Medium Complexity Query</li> <li>• High Complexity Query</li> </ul> (Complexity of the query will depend on the business logic, size of tables in databases being searched,	High	Response time for Screen with Query Retrieval during peak usage as measured at any of AUTHORITY's location shall not exceed 4 seconds for Simple Query, 7 seconds for Medium Complexity Query and 10 seconds for High Complexity Query. <p>This service level will be measured on a quarterly basis.</p> <p><b>Penalty for Simple Query SLA violation</b></p> <table border="1" data-bbox="703 1325 1382 1787"> <thead> <tr> <th data-bbox="703 1325 1073 1499">Response time for Screen with Query Retrieval for a Simple Query over the Quarter</th> <th data-bbox="1073 1325 1382 1499">No. of violations to be counted for calculation of penalty</th> </tr> </thead> <tbody> <tr> <td data-bbox="703 1499 1073 1556">&gt; 4 sec &amp; &lt;= 6 sec</td> <td data-bbox="1073 1499 1382 1556">2</td> </tr> <tr> <td data-bbox="703 1556 1073 1612">&gt; 6 sec &amp; &lt;= 8 sec</td> <td data-bbox="1073 1556 1382 1612">3</td> </tr> <tr> <td data-bbox="703 1612 1073 1787">&gt; 8 sec</td> <td data-bbox="1073 1612 1382 1787">4 for every second increase or part thereof exceeding 8 seconds</td> </tr> </tbody> </table> <p>In addition to the above, Response time for Screen with Query Retrieval for <b>Simple Query</b> in any month in the</p>		Response time for Screen with Query Retrieval for a Simple Query over the Quarter	No. of violations to be counted for calculation of penalty	> 4 sec & <= 6 sec	2	> 6 sec & <= 8 sec	3	> 8 sec	4 for every second increase or part thereof exceeding 8 seconds
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S. No.	Service Level Description	Severity of Violation	Measurement																
	indexing of database and the way procedures are written to retrieve information)		<p>Quarter goes beyond 8s, one (1) additional violation will be added for each such month to the overall violations for this service level in the quarter.</p> <p><b>Penalty for Medium Complexity Query SLA violation</b></p> <table border="1"> <thead> <tr> <th>Response time for Screen with Query Retrieval for a Medium level transaction over the Quarter</th> <th>No. of violations to be counted for calculation of penalty</th> </tr> </thead> <tbody> <tr> <td>&gt; 7 sec &amp; &lt;= 9 sec</td> <td>2</td> </tr> <tr> <td>&gt; 9 sec &amp; &lt;= 11 sec</td> <td>3</td> </tr> <tr> <td>&gt; 11 sec</td> <td>4 for every second increase or part thereof exceeding 11 seconds</td> </tr> </tbody> </table> <p>In addition to the above, Response time for Screen with Query Retrieval for <b>Medium Complexity Query</b> in any month in the Quarter goes beyond 11s, one (1) additional violation will be added for each such month to the overall violations for this service level in the quarter.</p> <p><b>Penalty for High Complexity Query SLA violation</b></p> <table border="1"> <thead> <tr> <th>Response time for Screen with Query Retrieval for a Complex transaction over the Quarter</th> <th>No. of violations to be counted for calculation of penalty</th> </tr> </thead> <tbody> <tr> <td>&gt; 10 sec &amp; &lt;= 12 sec</td> <td>3</td> </tr> <tr> <td>&gt; 12 sec &amp; &lt;= 14 sec</td> <td>4</td> </tr> <tr> <td>&gt; 14 sec</td> <td>5 for every second increase or part thereof exceeding 14 seconds</td> </tr> </tbody> </table> <p>In addition to the above, Response time for Screen with Query Retrieval for <b>High Complexity Query</b> in any month in the Quarter goes beyond 14s, one (1) additional</p>	Response time for Screen with Query Retrieval for a Medium level transaction over the Quarter	No. of violations to be counted for calculation of penalty	> 7 sec & <= 9 sec	2	> 9 sec & <= 11 sec	3	> 11 sec	4 for every second increase or part thereof exceeding 11 seconds	Response time for Screen with Query Retrieval for a Complex transaction over the Quarter	No. of violations to be counted for calculation of penalty	> 10 sec & <= 12 sec	3	> 12 sec & <= 14 sec	4	> 14 sec	5 for every second increase or part thereof exceeding 14 seconds
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S. No.	Service Level Description	Severity of Violation	Measurement														
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8	<p>Reports Generation Response Time</p> <ul style="list-style-type: none"> <li>Simple Query</li> <li>Medium Complexity Query</li> <li>High Complexity Query</li> </ul> <p>(Time of the report generation will depend on the complexity of the query, no. of parameters fetched, and level of customization required to generate the report)</p>	Medium	<p>Reports Generation Response Time during peak usage as measured at any of AUTHORITY's location shall not exceed 4 seconds for Simple Query, 7 seconds for Medium Complexity Query and 10 seconds for High Complexity Query.</p> <p>This service level will be measured on a quarterly basis.</p> <p><b>Penalty for Simple Query SLA violation</b></p> <table border="1"> <thead> <tr> <th>Report Generation Response time from a Simple Query over the Quarter</th> <th>No. of violations to be counted for calculation of penalty</th> </tr> </thead> <tbody> <tr> <td>&gt; 4 sec &amp; &lt;= 6 sec</td> <td>2</td> </tr> <tr> <td>&gt; 6 sec &amp; &lt;= 8 sec</td> <td>3</td> </tr> <tr> <td>&gt; 8 sec</td> <td>4 for every second increase or part thereof exceeding 8 seconds</td> </tr> </tbody> </table> <p>In addition to the above, Response time to generate a report from a <b>Simple Query</b> in any month in the Quarter goes beyond 8s, one (1) additional violation will be added for each such month to the overall violations for this service level in the quarter.</p> <p><b>Penalty for Medium Complexity Query SLA violation</b></p> <table border="1"> <thead> <tr> <th>Report Generation Response time from a Medium Complexity Query over the Quarter</th> <th>No. of violations to be counted for calculation of penalty</th> </tr> </thead> <tbody> <tr> <td>&gt; 7 sec &amp; &lt;= 9 sec</td> <td>2</td> </tr> <tr> <td>&gt; 9 sec &amp; &lt;= 11 sec</td> <td>3</td> </tr> </tbody> </table>	Report Generation Response time from a Simple Query over the Quarter	No. of violations to be counted for calculation of penalty	> 4 sec & <= 6 sec	2	> 6 sec & <= 8 sec	3	> 8 sec	4 for every second increase or part thereof exceeding 8 seconds	Report Generation Response time from a Medium Complexity Query over the Quarter	No. of violations to be counted for calculation of penalty	> 7 sec & <= 9 sec	2	> 9 sec & <= 11 sec	3
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9	Maximum time for submission of forms/ data	High	<p>Maximum time for submission of forms/ data during peak usage as measured at any of AUTHORITY's location shall not exceed 4 seconds.</p> <p>This service level will be measured on a quarterly basis.</p> <p><b>Penalty for maximum time for submission of forms SLA violation</b></p>									



S. No.	Service Level Description	Severity of Violation	Measurement	
			Response time to commit a Simple transaction over the Quarter	No. of violations to be counted for calculation of penalty
			> 4 sec & <= 6 sec	2
			> 6 sec & <= 8 sec	3
			> 8 sec	4 for every second increase or part thereof exceeding 8 seconds
<p>In addition to the above, Maximum time for submission of forms/ data in any month in the Quarter goes beyond 8s, one (1) additional violation will be added for each such month to the overall violations for this service level in the quarter.</p>				

#### 41. Conditions for No Penalties

Penalties shall not be levied on the SI in the following cases:

- 41.1. There is a force majeure event effecting the SLA which is beyond the control of the SI. Force Majeure events shall be considered in line with the clause mentioned RFP Volume II.
- 41.2. The non-compliance to the SLA has been due to reasons beyond the control of the SI.
- 41.3. Theft cases by default/vandalism would not be considered as “beyond the control of SI”. Hence, the SI should be taking adequate anti-theft measures, spares strategy, Insurance as required to maintain the desired required SLA.

#### 42. Reporting Procedure

42.1. SI representative shall prepare and distribute Service level performance reports in a mutually agreed format by the 5th working day of subsequent month. The reports shall include “actual versus target” Service Level Performance, a variance analysis and discussion of appropriate issues or significant events. Performance reports shall be distributed to Authority management personnel as directed by Authority.

42.2. Also, SI may be required to get the Service Level performance report audited by a third-party Auditor appointed by the Authority.

### 43. Service Level Change Control

43.1. General: It is acknowledged that this **Service levels may change as Authority's business needs evolve over the course of the contract period**. As such, this document also defines the following management procedures:

- a. A process for negotiating changes to the Service Levels
- b. An issue management process for documenting and resolving particularly difficult issues.
- c. Authority and SI management escalation process to be used in the event that an issue is not being resolved in a timely manner by the lowest possible level of management.

Any changes to the levels of service provided during the term of this Agreement shall be requested, documented and negotiated in good faith by both parties. Either party can request a change.

**43.2 Service Level Change Process:** The parties may amend Service Level by mutual agreement in accordance. Changes can be proposed by either party. Unresolved issues shall also be addressed. SI's representative shall maintain and distribute current copies of the Service Level document as directed by Authority. Additional copies of the current Service Levels shall be available at all times to authorized parties.

**43.3 Version Control/Release Management:** All negotiated changes shall require changing the version control number. As appropriate, minor changes may be accumulated for periodic release or for release when a critical threshold of change has occurred.



## D. Annexure

### Annexure – I Change Control Note

Change Control Note		CCN Number:	
<b>Part A: Initiation</b>			
Title:			
Originator:			
Sponsor:			
Date of Initiation:			
<b>Details of Proposed Change</b>			
(To include reason for change and appropriate details/specifications. Identify any attachments as A1, A2, and A3 etc.)			
Authorized Authority	by	Date:	
Name:			
Signature:			
Received by the Bidder		Date:	
Name:			
<b>Signature:</b>			

<b>Change Control Note</b>	<b>CCN Number:</b>
<b>Part B : Evaluation</b>	
(Identify any attachments as B1, B2, and B3 etc.) Changes to Services, payment terms, payment profile, documentation, training, service levels and component working arrangements and any other contractual issue.	
<b>Brief Description of Solution:</b>	
<b>Impact:</b>	
<b>Deliverables:</b>	
<b>Timetable:</b>	
<b>Charges for Implementation:</b>	

(including a schedule of payments)

**Other Relevant Information:**  
(including value-added and acceptance criteria)

<b>Authorized by the Bidder</b>	<b>Date:</b>
<b>Name:</b>	
<b>Signature:</b>	

<b>Change Control Note</b>	<b>CCN Number :</b>
----------------------------	---------------------

<b>Part C : Authority to Proceed</b>	
Implementation of this CCN as submitted in Part A, in accordance with Part B is: (tick as appropriate)	
<b>Approved</b>	
<b>Rejected</b>	
<b>Requires Further Information</b> (as follows, or as Attachment 1 etc.)	
<b>For Authority and its nominated agencies</b>	<b>For SI</b>
Signature	Signature
Name	Name
Title	Title
Date	Date

## Annexure II – Form of Agreement

THIS Agreement made the .....date of.....2017, between.....( hereinafter.....referred to as the “SI”) of the one part and ..... (hereinafter called the “Authority”) of the other part.

WHEREAS SI has the required professional skills, personnel and technical resources, has agreed to provide the Services on the terms and conditions set forth in this Contract and is about to perform services as specified in the RFP .....(hereinafter called “works” ) mentioned, enumerated or referred to in certain Contract conditions, specification, scope of work, other sections of the RFP, covering letter and schedule of prices which, for the purpose of identification, have been signed by ..... on behalf of the .....

SI and .....( the Authority) on behalf of the Authority and all of which are deemed to form part of the Contract as though separately set out herein and are included in the expression “Contract” whenever herein used.

**NOW, THEREFORE, IT IS HEREBY AGREED** between the parties as follows:

- a. The Authority has accepted the tender of SI for the provision and execution of the said works for the sum of .....upon the terms laid out in the RFP.
- b. SI hereby agrees to provide Services to Authority, conforming to the specified Service Levels and conditions mentioned
- c. The following documents attached hereto shall be deemed to form an integral part of this Agreement:

<b>Complete Request for Proposal (RFP) Document</b>	<i>Volumes I and II of the RFP and corrigendum and addendum, if any</i>
<b>Break-up of cost components</b>	<i>SI's Financial Proposal</i>
<b>The Authority's Letter of Acceptance dated &lt;&lt;&gt;&gt;</b>	<i>To be issued later by the Authority</i>
<b>SI's Letter of acceptance dated &lt;&lt;&gt;&gt;</b>	<i>To be issued later by the SI</i>
<b>Bid submitted by SI as per file No. &lt;&lt;&gt;&gt;</b>	<i>SI's Technical bid</i>

- d. The mutual rights and obligations of the “Authority” and SI shall be as set forth in the Agreement, in particular:
  - SI shall carry out and complete the Services in accordance with the provisions of the Agreement; and
  - the “Authority” shall make payments to SI in accordance with the provisions of the Agreement.

**NOW THESE PRESENTS WITNESS** and the parties hereto hereby agree and declare as follows, that is to say, in consideration of the payments to be made to SI by the Authority as hereinafter mentioned, SI shall deliver the services for the said works and shall do and perform all other works and things in the Contract mentioned or described or which are implied there from or there in respectively or may be reasonably necessary for the completion of the said works within and at the times and in the manner and subject to the terms, conditions and stipulations mentioned in the said Contract.

**AND** in consideration of services and milestones, the Authority shall pay to SI the said sum of .....or such other sums as may become payable to SI under the provisions of this Contract, such payments to be made at such time and in such manner as is provided by the Contract.

IN WITNESS WHEREOF the parties hereto have signed this deed hereunder on the dates respectively mentioned against the signature of each

Signed  
Name : \_\_\_\_\_  
Designation : \_\_\_\_\_

Signed  
Name : \_\_\_\_\_  
Designation : \_\_\_\_\_

Date :

Date :

Place :

Place :

**in the presence of :**

**in the presence of :**

Signed  
Name : \_\_\_\_\_  
Designation : \_\_\_\_\_  
Date : \_\_\_\_\_  
Place :

Signed  
Name : \_\_\_\_\_  
Designation : \_\_\_\_\_  
Date : \_\_\_\_\_  
Place :

