



REQUEST FOR PROPOSAL

For

Selection of Master Systems Integrator (MSI) to Design, Development, Implementation, Operations & Maintenance of Command and Control Centre (CCC), CCTV Surveillance, Smart Traffic Solution and Integration of various ICT components with Unified City Operations Platform (UCOP)

VOL III – MASTER SERVICE AGREEMENT

AT FARIDABAD CITY

UNDER

SMART CITY MISSION (SCM) FOR FARIDABAD CITY (HARYANA, INDIA)

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A. GENERAL CONDITIONS OF CONTRACT (GCC)

1. Definition of Terms

- 1.1. **“Acceptance of System”**: The system 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.
- 1.2. **“Applicable Law(s)”**: 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.
- 1.3. **“Authority”** means the Faridabad Smart City Corporation Limited (FSCL). The project shall be executed in Faridabad and shall be owned by Municipal Corporation Faridabad (MCF).
- 1.4. **“Bidder”** shall mean organization/ consortium submitting the proposal in response to this RFP.
- 1.5. **“MSI”** means the bidder who is selected by the Authority at the end of this RFP process. The agency shall carry out all the services mentioned in the scope of work of this RFP.
- 1.6. **“Contract”** means the Contract entered into by the parties with the entire documentation specified in the RFP.
- 1.7. **“Contract Value”** means the price payable to MSI under this Contract for the full and proper performance of its contractual obligations.
- 1.8. **“Commercial Off-The-Shelf (COTS)”** refers to software products that are ready made and available for sale, lease, or license to the general public.
- 1.9. **“Data Centre Site”** means the Data Centre sites including their respective Data Centre space, wherein the delivery, installation, integration, management and maintenance services as specified under the scope of work are to be carried out for the purpose of this contract.
- 1.10. **“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.
- 1.11. **“Effective Date”** means the date on which this Contract is signed or LoI is issued by Authority, whichever is earlier and executed by the parties hereto. If this Contract is executed in parts, then the date on which the last of such Contracts is executed shall be construed to be the Effective Date.
- 1.12. **“GCC”** means General Conditions of Contract
- 1.13. **“Goods”** means all of the equipment, sub-systems, hardware, software, products accessories, software and/or other material / items which MSI is required to supply, install and maintain under the contract.
- 1.14. **“City operation centre” OR “COC”** means the centre from where Municipal Corporation Faridabad would conduct surveillance on civil issues on the entire Faridabad City.

- 1.15. **“Command and Control Centre” or “CCC”** means the centre from Faridabad Police would conduct security surveillance on the entire Faridabad City.
- 1.16. **“Intellectual Property Rights”** 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.
- 1.17. **“Go- Live”** means commissioning of project for Faridabad City Network, installation and commencement of all smart city components, including training as per scope of work mentioned in RFP. Bidder should have the approval from Authority for user acceptance testing.
- 1.18. **“Notice”** means: a notice; or a consent, approval or other communication required to be in writing under this Contract.
- 1.19. **“OEM”** means the **Original Equipment Manufacturer of any equipment / system / software / product** which are providing such goods to the Authority under the scope of this RFP.
- 1.20. **“MSI’s Team”** means MSI 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 MSI, authorized service providers/ partners and representatives or other personnel employed or engaged either directly or indirectly by MSI for the purposes of this Contract.
- 1.21. **“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.
- 1.22. **“Replacement Service Provider”** means the organization replacing MSI in case of contract termination for any reasons
- 1.23. **“Sub-Contractor”** shall mean the entity named in the contract for any part of the work or any person to whom any part of the contract has been sublet with the consent in writing of the Authority and the heirs, legal representatives, successors and assignees of such person.
- 1.24. **“SCC”** means Special Conditions of Contract.
- 1.25. **“Services”** means the work to be performed by the agency pursuant to this RFP and to the contract to be signed by the parties in pursuance of any specific assignment awarded by the Authority.
- 1.26. **“Server Room” or “Data Centre”** shall have the same meaning.

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 fulfilment of the following conditions precedent by MSI.

- 3.1. Furnishing by MSI, an unconditional and irrevocable Performance Bank Guarantee (PBG) (Annexure 5 (a) 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 Bidder/Bidder's team, and etc.
- 3.3. Furnish notarized copies of any/all contract(s) duly executed by MSI 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 49 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 .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 month 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:
 - a) Pre-bid clarification and Corrigendum, if any
 - b) Volume III of RFP (GCC holds precedence over SCC)
 - c) Section 1 and 2 of RFP volume II
 - d) Section 4 and Annexure of RFP volume II
 - e) RFP volume I

4. Scope of work

- 4.1. Scope of the work shall be as defined in RFP Volume II and Annexures thereto of the tender.
- 4.2. Authority has engaged MSI to provide services related to implementation of Faridabad Smart City solutions using which the Authority intends to perform its business operations. MSI 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, MSI 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, the later in time shall prevail over a document of earlier date to the extent of any inconsistency.

6. Commencement and Progress

- 6.1. MSI shall subject to the fulfilment of the conditions precedent above, commence the performance of its obligations in a manner as per the Scope of Work (RFP Volume II).
- 6.2. MSI 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. MSI 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 MSI's Team complies with such Specifications and all other standards, terms and other stipulations/conditions set out hereunder.
- 6.4. MSI 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. MSI 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. MSI 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. MSI 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 MSI to obtain, maintain and observe all relevant and customary regulatory and governmental licenses, clearances and applicable approvals (hereinafter the “Approvals”) necessary for MSI to provide the services.
- 8.2.** The costs of such Approvals shall be borne by MSI. Both parties shall give each other all co-operation and information reasonably.
- 8.3.** The Authority shall also provide necessary support to Bidder in obtaining the Approvals. In the event that any Approval is not obtained, MSI 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 MSI 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 MSI 's obligations are dependent upon such Approvals.

9. Constitution of Consortium

- 9.1.** For the purposes of fulfilment of its obligations as laid down under the Contract, where the Authority deems fit and unless the contract requires otherwise, Prime Bidder 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 MSI 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 MSI. MSI along with all consortium members shall be jointly and solely 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 MSI authorizing him to act for and on behalf of such member of the Consortium and do all acts as may be necessary for fulfilment of contractual obligations.
- 9.4.** 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 MSI to the Authority.
- 9.5.** Where, during the term of this Contract, MSI terminates any contract/arrangement or agreement relating to the performance of Services, MSI shall be responsible and severally liable for any consequences resulting from such termination. MSI 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. Bidder's Obligations

- 10.1.** MSI'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 MSI'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, MSI shall provide services to manage and maintain the said system and infrastructure as mentioned in the RFP Volume II
- 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 MSI.
- 10.4.** Authority reserves the right to require changes in personnel which shall be communicated to MSI. MSI with the prior approval of the Authority may make additions to the project team. MSI 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, MSI shall also ensure that the exiting members are replaced with at least equally qualified and professionally competent members.
- 10.5.** MSI shall ensure that none of the Key Personnel (refer RFP Volume I proposed) and manpower exit from the project during first 6 months of the beginning of the project. In such cases of exit, a penalty of INR 4 lakhs per such replacement shall be imposed on MSI.
- 10.6.** MSI 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 MSI 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, MSI 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.** MSI shall ensure that MSI's Team is competent, professional and possesses the requisite qualifications and experience appropriate to the task they are required to perform under this Contract. MSI shall ensure that the services are performed through the efforts of MSI's Team, in accordance with the terms hereof and to the satisfaction of the Authority. Nothing in this Contract relieves MSI 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 MSI shall be liable for any non-performance, noncompliance, breach or other loss and damage resulting either directly or indirectly by or on account of its Team.

- 10.9.** MSI shall be fully responsible for deployment / installation / development/ ensuring of connectivity laying of network fibre and integration of all the software and hardware components and resolve any problems / issues that may arise due to integration of components.
- 10.10.** MSI shall ensure that the OEMs supply equipment/ components including associated accessories and software required and shall support MSI in the installation, commissioning, integration and maintenance of these components during the entire period of contract. MSI shall ensure that the COTS OEMs supply the software applications and shall support MSI in the installation/deployment, integration, roll-out and maintenance of these applications during the entire period of contract. It must clearly be understood by MSI 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 Smart city solutions including all the solutions proposed. MSI 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 MSI 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 Bidder 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 MSI 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 MSI to the Authority.
- 10.14.** MSI 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 MSI 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, MSI 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.
- 10.17.** MSI shall ensure that the OEMs provide the support and assistance to MSI 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, MSI 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.** MSI 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.** MSI shall ensure that the OEMs for hardware servers/ equipment or Bidder'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. MSI 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.** MSI 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.** MSI shall provision the required critical spares/ components at the designated Datacentre Sites / office locations of the Authority for meeting the uptime commitment of the components supplied by him.
- 10.23.** MSI's representative(s) shall have all the powers requisite for the execution of scope of work and performance of services under this contract. MSI'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. MSI 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. They shall also have complete charge of MSI's personnel engaged in the performance of the works and to ensure compliance of rules, regulations and safety practice. They shall also cooperate with the other Service Providers/Vendors of the Authority working at the Authority's office locations & field locations and DC & DR sites. Such Bidder's representative(s) shall be available to the Authority's Representative at respective Datacentre during the execution of works.
- 10.24.** MSI 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. MSI shall also be responsible for resolving conflicts between vendors in case of borderline integration issues.
- 10.25.** MSI is expected to set up a project office in Faridabad. The technical manpower deployed on the project should work from the same office. However, some resources may be required to work from the client office during the contract period.

11. Access to Sites

- 11.1.** Sites would include Network Operating Centre (NOC), Server Room, Command and Control Centre and City Operation Centre
- 11.2.** The Authority's representative upon receipt of request from MSI intimating commencement of activities at various locations shall give to MSI access to as much of the Sites as may be necessary to enable MSI to commence and proceed with the installation of the works in accordance with the program of work. Any reasonable

proposal of MSI 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.

- 11.3.** At the site locations, the Authority's representative shall give to MSI access to as much as may be necessary to enable MSI to commence and proceed with the installation of the works in accordance with the program of work or for performance of Facilities Management Services.

12. Start of Installation

- 12.1.** Bidder shall co-ordinate with the Authority and stakeholders for the complete setup of sites before commencement of installation of other areas as mentioned in the RFP Volume II document. MSI shall also co-ordinate regarding Network / Bandwidth connectivity in order to prepare the installation plan and detailed design / architectural design documents.
- 12.2.** As per TRAI guidelines, resale of bandwidth connectivity is not allowed. In such a case tripartite agreement should be formed between Authority, selected Bidder and Internet Service Provider(s).
- 12.3.** The plan and design documents thus developed shall be submitted by MSI for approval by the Authority.
- 12.4.** After obtaining the approval from the Authority, MSI shall commence then installation.

13. Reporting Progress

- 13.1.** MSI 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.
- 13.2.** 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.
- 13.3.** Periodic meetings shall be held between the representatives of the Authority and MSI once in every 15 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.
- 13.4.** MSI shall ensure that the respective solution teams involved in the execution of work are part of such meetings.
- 13.5.** Several review committees involving representative of the Authority and senior officials of MSI 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.
- 13.6.** All the goods, services and manpower to be provided / deployed by MSI 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.

- 13.7. 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, MSI 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.
- 13.8. 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 performance by MSI of its obligations/ functions in accordance with the standards committed to or required by the Authority and MSI 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 Bidder's books of accounts.
- 13.9. 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 MSI in writing.
- 13.10. MSI 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. MSI 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 MSI 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
- 13.11. The submission seeking approval by the Authority or Authority's representative of such plan shall not relieve MSI of any of his duties or responsibilities under the Contract.
- 13.12. In case during execution of works, the progress falls behind schedule or does not meet the Tender requirements, MSI 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 MSI within the contract value.

14. Knowledge of Network Operations Centre (NOC), Server Room, Command and Control Centre.

- 14.1. MSI shall be granted access to the Network Operations Centre (NOC), Server Room, Command and Control Centre, for inspection by the Authority before commencement of installation. The plan shall be drawn mutually at a later stage.
- 14.2. MSI shall be deemed to have knowledge of the Network Operating Centre (NOC), Server Room, Command and Control Centre, City Operation Centre and its surroundings 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, MSI detects physical conditions and/or obstructions affecting the work, MSI shall take all measures to overcome them.

15. Project Plan

- 15.1.** Within 15 calendar days of effective date of the contract/ Issuance of LoI, MSI 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 MSI shall conform to the requirements and timelines specified in the Contract. The Authority and MSI shall discuss and agree upon the work procedures to be followed for effective execution of the works, which MSI 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 MSI of any of his duties or responsibilities under the Contract.
- 15.2.** If MSI'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 MSI to develop/adhere such a work plan shall be to his account.

16. Adherence to safety procedures, rules regulations and restriction

- 16.1.** MSI'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 Bidder's Team shall abide by these laws.
- 16.2.** Access to the Network Operations Centre (NOC), Server Room, Command and Control Centre and City Operation Centre shall be strictly restricted. No access to any person except the essential members of MSI's Team who are authorized by the Authority and are genuinely required for execution of work or for carrying out management/maintenance shall be allowed entry. Even if allowed, access shall be restricted to the pertaining equipment of the Authority only. MSI shall maintain a log of all activities carried out by each of its team personnel.
- 16.3.** No access to any staff of bidder, except the essential staff who has genuine work-related need, should be given. All such access should be logged in a loss free manner for permanent record with unique biometric identification of the staff to avoid misrepresentations or mistakes
- 16.4.** MSI shall take all measures necessary or proper to protect the personnel, work and facilities and shall observe all reasonable safety rules and instructions. MSI'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.

- 16.5.** MSI 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.

17. Statutory Requirements

- 17.1.** During the tenure of this Contract nothing shall be done by MSI 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.

18. Authority's Obligations

- 18.1.** 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 MSI.
- 18.2.** Authority shall ensure that timely approval is provided to MSI as and when required, which may include approval of project plans, implementation methodology, design documents, specifications, or any other document necessary in fulfilment of this contract.
- 18.3.** The Authority's representative shall interface with MSI, 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.
- 18.4.** Authority may provide on Bidder's request, particulars/ information/ or documentation that may be required by MSI for proper planning and execution of work and for providing services covered under this contract and for which MSI may have to coordinate with respective vendors.
- 18.5.** Authority shall provide to MSI only sitting space and basic infrastructure not including, stationery and other consumables at the Authority's office locations.
- 18.6.** 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.
- 18.7. Site Not Ready:** Authority hereby agrees to make the project sites ready as per the agreed specifications, within the agreed timelines. Authority agrees that MSI 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.

19. Payments

- 19.1.** Authority shall make payments to MSI at the times and in the manner set out in the Payment schedule as specified Payment Milestones in RFP Volume II subject to the penalties as mentioned in the Section C- Service Levels of Volume 3. Authority shall make all efforts to make payments to MSI within 30 days of receipt of invoice(s) and all necessary supporting documents.
- 19.2.** All payments agreed to be made by Authority to MSI 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.

- 19.3.** No invoice for extra work/change order on account of change order shall be submitted by MSI 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).
- 19.4.** Notwithstanding anything else to contrary, any rise in cost resulting in rise in taxes shall be borne by the Authority.
- 19.5.** In the event of Authority noticing at any time that any amount has been disbursed wrongly to MSI or any other amount is due from MSI to the Authority, the Authority may without prejudice to its rights recover such amounts by other means after notifying MSI or deduct such amount from any payment falling due to MSI. The details of such recovery, if any, shall be intimated to MSI. MSI 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 MSI.
- 19.6.** All payments to MSI 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, MSI is liable, the same shall be deducted by Authority from any dues to MSI. All payments to MSI shall be made after making necessary deductions as per terms of the Contract and recoveries towards facilities, if any, provided by the Authority to MSI on chargeable basis.

20. Intellectual Property Rights

- 20.1.** Retention of Ownership except for the rights expressly granted to the Licensee under this Agreement, the Licensor shall retain all right, title and interest in and to the Licensed Technology, including all worldwide Technology and intellectual property and proprietary rights.
- 20.2.** Preservation of Notice Licensee shall not remove, efface or obscure any copyright notices or other proprietary notices or legends from any Licensed Technology or materials provided under this Agreement, and shall reproduce all such notices and legends when incorporating Licensed Technology or materials into any Integrated Products.
- 20.3.** MSI must ensure that while using any software, hardware, processes, document or material in the course of performing the Services, it does not infringe the Intellectual Property Rights of any person/Company. MSI shall keep the Authority indemnified against all costs, expenses and liabilities howsoever, arising out any illegal or unauthorized use (piracy) or in connection with any claim or proceedings relating to any breach or violation of any permission/license terms or infringement of any Intellectual Property Rights by MSI or MSI's Team during the course of performance of the Services. MSI's liability is excluded regarding any claim based on any of the following (a) anything Authority provides which is incorporated into the Solution; (b) the Authority's modification of the solution; (c) the combination, operation, or use of the solution with other materials, if the third party claim has been caused by the combination, operation or use of the solution

- 20.4.** Authority shall own and have a right in perpetuity to use all newly created Intellectual Property Rights which have been developed solely during execution of this Contract, including but not limited to all processes, products, specifications, reports and other documents which have been newly created and developed by MSI solely during the performance of Services and for the purposes of inter-alia use or sub-license of such Services under this Contract. MSI undertakes to disclose all such Intellectual Property Rights arising in performance of the Services to the Authority, execute all such agreements/documents and obtain all permits and approvals that may be necessary in regard to the Intellectual Property Rights of the Authority.
- 20.5.** If Authority desires, MSI shall be obliged to ensure that all approvals, registrations, licenses, permits and rights etc. which are inter-alia necessary for use of the goods supplied / installed by MSI, the same shall be acquired in the name of the Authority, prior to termination of this Contract and which may be assigned by the Authority to MSI for the purpose of execution of any of its obligations under the terms of the Bid, Tender or this Contract. However, subsequent to the term of this Contract, such approvals, registrations, licenses, permits and rights etc. shall endure to the exclusive benefit of the Authority.
- 20.6.** MSI shall not copy, reproduce, translate, adapt, vary, modify, disassemble, decompile or reverse engineer or otherwise deal with or cause to reduce the value of the Materials except as expressly authorized by Authority in writing.

21. Taxes

- 21.1.** MSI shall bear all personnel taxes levied or imposed on its personnel, or any other member of MSI's Team, etc. on account of payment received under this Contract. MSI shall bear all corporate taxes, levied or imposed on MSI on account of payments received by it from the Authority for the work done under this Contract.
- 21.2.** MSI shall bear all taxes and duties etc. levied or imposed on MSI under the Contract including but not limited GST, 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 MSI to submit to the concerned Indian authorities the returns and all other connected documents required for this purpose. MSI shall also provide the Authority such information, as it may be required in regard to MSI'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 MSI original certificates for tax deduction at source and paid to the Tax Authorities.
- 21.3.** MSI 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.
- 21.4.** MSIs 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

Bidders in the financial proposal. (Bidder to find out applicable taxes for the components being proposed.)

- 21.5.** Should MSI 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, MSI shall pay the same., MSI 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/Prime Bidder.
- 21.6.** Supplies of materials from abroad are exempted from levy of Sales Tax/VAT on works/works Contract tax (Central or state). However, the GST on works (central or state) if levied on supplies made from indigenous vendors for the works shall be borne by MSI within the Contract Price. Service Tax/ Terminal Sales Tax/ Works Contract Tax, etc., if any applicable, shall be payable extra, at actuals by the Authority in accordance with the conditions of the Contract and upon submission of proof of payment of such taxes.
- 21.7.** The Authority shall if so required by applicable laws in force, at the time of payment, deduct income tax payable by MSI at the rates in force, from the amount due to MSI and pay to the concerned tax authority directly.

22. Indemnity

- 22.1.** MSI shall indemnify the Authority from and against any costs, loss, damages, expense, claims including those from third parties or liabilities of any kind howsoever suffered, arising or incurred inter alia during and after the Contract period out of:
 - a. Any negligence or wrongful act or omission by MSI or any third party associated with MSI in connection with or incidental to this Contract; or
 - b. Any breach of any of the terms of MSI's bid as agreed, the RFP and this Contract by MSI
 - c. 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.
- 22.2.** Authority shall indemnify MSI from any and against any costs, loss, damages, expense, claims including those from third parties or liabilities of any kind howsoever suffered, arising or incurred inter alia during and after the Contract period out of:
 - a. breach of any terms of this tender
 - b. breach of Applicable laws
- 22.3.** MSI shall also indemnify the Authority against any privilege, claim or assertion made by a third party with respect to right or interest in, ownership, mortgage or disposal of any asset, property, and etc.
- 22.4.** Regardless of anything contained (except for MSI's liability for bodily injury and/ or damage to tangible and real property for which it is legally liable and its liability for patent and copyright infringement in accordance with the terms of this Agreement) the total liability of MSI, is restricted to the total value of the contract and MSI is not responsible for any third party claims.

23. Warranty

- 23.1.** 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.
- 23.2.** 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.
- 23.3.** The MSI warrants 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 MSI and respective OEM along with service and spares support to ensure its efficient and effective operation for the entire duration of the contract.
- 23.4.** The MSI warrants that the goods supplied under this contract shall be of the highest 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, shall also be made available.
- 23.5.** The MSI further warrants 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 MSI, that may develop under normal use of the supplied Goods in the conditions prevailing at the respective Datacentre/Server Room Sites.
- 23.6.** The Authority shall promptly notify the MSI in writing of any claims arising under this warranty.
- 23.7.** Upon receipt of such notice, the MSI 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 MSI under the Contract.
- 23.8.** If the MSI, having been notified, fails to remedy the defect(s) within a reasonable period, the Authority may proceed to take such remedial action as may be necessary, at the MSI's risk and expense and without prejudice to any other rights which the Authority may have against the MSI under the Contract.
- 23.9.** Any OEM specific warranty terms that do not conform to conditions under this Contract shall not be acceptable

24. Term and Extension of the Contract

The Contract period shall commence from the date of signing of contract or Issuance of LoI, whichever is earlier, and shall remain valid for 60 Months from the date of Go Live of the system

- 24.1.** If the delay occurs due to circumstances beyond control of MSI such as strikes, lockouts, fire, accident, defective materials, delay in approvals or any cause whatsoever beyond the reasonable control of MSI, a reasonable extension of time shall be granted by the Authority.

- 24.2.** The Authority shall reserve the sole right to grant any extension to the term abovementioned and shall notify in writing to MSI, at least 3 (three) months before the expiration of the Term hereof, whether it shall grant MSI 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 MSI.
- 24.3.** Where the Authority is of the view that no further extension of the term be granted to MSI, the Authority shall notify MSI of its decision at least 3 (three) months prior to the expiry of the Term. Upon receipt of such notice, MSI 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/MSI or create its own infrastructure to operate such Services as are provided under this Contract.
- 24.4.** In case of extension of the Contract beyond the term specified in RFP , the prices for such extension period shall be mutually agreed amongst parties.

25. Dispute Resolution

- 25.1.** 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.
- 25.2.** 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 endeavour 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.
- 25.3.** The Arbitration proceedings shall be governed by the Arbitration and Conciliation Act, 1996.
- 25.4.** The Arbitration proceedings shall be held in Faridabad, Haryana, India.
- 25.5.** The Arbitration proceeding shall be governed by the substantive laws of India.
- 25.6.** The proceedings of Arbitration shall be in Hindi/English language.
- 25.7.** 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.

- 25.8.** 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 Bombay High Court or any person or institution designated by him shall appoint the Arbitrator/Presiding Arbitrator upon request of one of the parties.
- 25.9.** Any letter, notice or other communications dispatched to MSI relating to either arbitration proceeding or otherwise whether through the post or through a representative on the address last notified to the Authority by MSI shall be deemed to have been received by MSI although returned with the remarks, refused 'undelivered' where about not known or words to that effect or for any other reasons whatsoever
- 25.10.** 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.
- 25.11.** 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.
- 25.12.** 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.
- 25.13.** The Arbitrator shall give reasoned award and the same shall be final, conclusive and binding on the parties.
- 25.14.** The fees of the arbitrator, costs and other expenses incidental to the arbitration proceedings shall be borne equally by the parties.

26. Time is of the essence

- 26.1.** 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 MSI by the specified completion date.

27. Conflict of interest

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

28. Publicity

- 28.1.** MSI 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 MSI its written consent.

29. Force Majeure

- 29.1.** Force Majeure shall not include any events caused due to acts/ omissions of MSI resulting in a breach/ contravention of any of the terms of the Contract and/or MSI's Bid. It shall also not include any default on the part of MSI due to its negligence or

failure to implement the stipulated/ proposed precautions, as were required to be taken under the Contract.

- 29.2.** 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 MSI 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.
- 29.3.** In case of a Force Majeure, all Parties shall endeavour 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.

30. Delivery

- 30.1.** MSI shall bear the cost for packing, transport, insurance, storage and delivery of all the goods for “Selection of agency for implementation of Faridabad Smart City” at all locations identified by the Authority in Faridabad.
- 30.2.** 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.
- 30.3.** MSI shall only procure the hardware and software after approvals from a designated Committee/Authority.

31. Insurance

- 31.1.** The Goods supplied under this Contract shall be comprehensively insured by MSI at his own cost, against any loss or damage, for the entire period of the contract. MSI shall submit to the Authority, documentary evidence issued by the insurance company, indicating that such insurance has been taken.
- 31.2.** MSI shall bear all the statutory levies like customs, insurance, freight, etc. applicable on the goods and also the charges like transportation charges, octroi, and etc. that may be applicable till the goods are delivered at the respective sites of installation shall also be borne by MSI.
- 31.3.** MSI 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

32. Transfer of Ownership

- 32.1.** MSI must transfer all titles to the assets and goods procured for the purpose of the project to the Authority at the time of Acceptance of System. This includes all licenses, titles, source code, certificates, hardware, devices, equipment's etc. related to the system designed, developed, installed and maintained by MSI. MSI is expected to provide source code, transfer IPR and ownership right of only those solutions which would be customized by bidder for the use of Municipal Corporation Faridabad. For any pre-existing work, MSI and Municipal Corporation Faridabad shall be held jointly responsible and its use in any other project by MSI shall be decided on mutual consent.
- 32.2.** Forthwith upon expiry or earlier termination of the Contract and at any other time on demand by the Authority, MSI shall deliver to the Authority all Documents provided by or originating from the Authority and all Documents produced by or from or for MSI in the course of performing the Services, unless otherwise directed in writing by the Authority at no additional cost. MSI shall not, without the prior written consent of the Authority store, copy, distribute or retain any such Documents.
- 32.3.** All the data created as the part of the project shall be owned by FSCL. The MSI shall take utmost care in maintaining security, confidentiality and backup of this data. Access to the data / systems shall be given by the MSI only as per the IT Security Policy, approved by FSCL. FSCL/ its authorized representative(s) shall conduct periodic / surprise security reviews and audits, to ensure the compliance by the MSI Vendor to data / system security.

33. Exit Management Plan

- 33.1.** An Exit Management plan shall be furnished by MSI 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.
 - a. 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;
 - b. Plans for provision of contingent support to Project and Replacement Service Provider for a reasonable period after transfer.
 - c. Exit Management plan in case of normal termination of Contract period
 - d. Exit Management plan in case of any eventuality due to which Project is terminated before the contract period.
 - e. Exit Management plan in case of termination of MSI
- 33.2.** Exit Management plan at the minimum adhere to the following:
 - a. Three (3) months of the support to Replacement Service Provider post termination of the Contract

- b. Complete handover of the Planning documents, bill of materials, functional requirements specification, technical specifications of all equipment's, change requests if any, sources codes, wherever applicable, reports, documents and other relevant items to the Replacement Service Provider/ Authority
 - c. Certificate of Acceptance from authorized representative of Replacement Service Provider issued to MSI on successful completion of handover and knowledge transfer
- 33.3.** In the event of termination or expiry of the contract, Project Implementation, or Service Level monitoring, both Bidder and Authority shall comply with the Exit Management Plan.
- 33.4.** During the exit management period, MSI shall use its best efforts to deliver the services.

B. SPECIAL CONDITIONS OF CONTRACT (SCC)

34. Performance Security

- 34.1.** MSI 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 Bank in the Preform given in Annexure 5 (a) RFP volume I within 15 days after issuance of letter of intent (LOI) or Letter of Award (LoA) which would be valid up to a period of six months after the contract completion period.
- 34.2.** MSI shall be required to submit five Bank Guarantees of equal amount totalling 10% of the value of the Contract. The Authority shall return 1st Bank Guarantee after 2 years of signing of contract and successful project execution, 2nd Bank Guarantee after 3 years of contract signing and successful project execution, 3rd Bank Guarantee after 4 years of contract signing and successful project execution and the 4th and 5th Bank Guarantee one year after successful completion of the contract.
- 34.3.** Liquidated Damages
- 34.4.** If MSI 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 Vol -II, 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 0.1 % per week or part thereof of contract value for a milestone/quarter.
- 34.5.** The deduction shall not in any case exceed 5 % of the contract value.
- 34.6.** 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 MSI in its hands (which includes the Authority's right to claim such amount against MSI's Bank Guarantee) or which may become due to MSI. Any such recovery or liquidated damages shall not in any way relieve MSI from any of its obligations to complete the
- 34.7.** Work or from any other obligations and liabilities under the Contract.
- 34.8.** Delay not attributable to MSI shall be considered for exclusion for the purpose of computing liquidated damages.

35. Limitation of Liability

Limitation of Bidder's Liability towards the Authority:

- 35.1.** 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.
- 35.2.** MSI, with respect to damage caused by MSI to Authority's property, shall not be liable to Authority:
- i. for any indirect or consequential loss or damage including but not limited to any losses arising from data loss and any third party claims; and
 - ii. for any direct loss or damage that exceeds
 - (A) the total payments payable under the Contract to MSI hereunder,
 - (B) or (B) the proceeds MSI may be entitled to receive from any insurance maintained by MSI to cover such a liability, whichever of (A) or (B) is higher.

36. Ownership and Retention of Documents

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

37. Information Security

- 37.1.** MSI 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.
- 37.2.** MSI 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.
- 37.3.** All documentation and media at any location shall be properly identified, labelled and numbered by MSI. MSI shall keep track of all such items and provide a summary report of these items to the Authority whenever asked for.
- 37.4.** Access to Authority's data and systems, Internet facility by MSI at any location shall be in accordance with the written permission by the Authority. The Authority shall allow MSI to use facility in a limited manner subject to availability. It is the responsibility of MSI to prepare and equip himself in order to meet the requirements.
- 37.5.** MSI 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 MSI 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 MSI to protect its own proprietary information. MSI recognizes that the goodwill of Authority depends, among other things, upon MSI keeping such proprietary information confidential and that unauthorized disclosure of the same by MSI or its team could damage the goodwill of Authority, and that by

reason of MSI's duties hereunder. MSI may come into possession of such proprietary information, even though MSI 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. MSI shall use such information only for the purpose of performing the said services.

37.6. MSI shall, upon termination of this agreement for any reason, or upon demand by Authority, whichever is earliest, return any and all information provided to MSI by Authority, including any copies or reproductions, both hardcopy and electronic.

37.7. By virtue of the Contract, MSI 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 MSI team in the course of performing the Services under the Contract

38. Records of contract documents

38.1. MSI 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.

38.2. MSI 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.

39. Security and Safety

39.1. MSI 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.

39.2. MSI shall upon reasonable request by the Authority, or its nominee(s) participate in regular meetings when safety and information technology security matters are reviewed.

40. Confidentiality

40.1. MSI shall not, either during the term or after expiration of this Contract, disclose any proprietary or confidential information relating to the Services/Contract and/or Authority's business/ operations, information, Application/software, hardware, business data, architecture schematics, designs, storage media and other information / documents without the prior written consent of the Authority.

40.2. The Authority reserves the right to adopt legal proceedings, civil or criminal, against MSI in relation to a dispute arising out of breach of obligation by MSI under this clause.

40.3. MSI 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.

- 40.4.** MSI 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.

41.Events of Default by MSI

The failure on the part of MSI 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 MSI. The events of default are but not limited to:

- 41.1.** MSI/ Bidder'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, or
- 41.2.** MSI/ Bidder'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 MSI 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 MSI may be in terms of failure to adhere to performance, quality, timelines, specifications, requirements or any other criteria as defined by the Authority;
- 41.3.** MSI has failed to remedy a defect or failure to perform its obligations in accordance with the specifications issued by the Authority, despite being served with a default notice which laid down the specific deviance on the part of MSI/MSI's Team to comply with any stipulations or standards as laid down by the Authority; or
- 41.4.** MSI/MSI'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
- 41.5.** MSI/MSI'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
- 41.6.** 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 MSI.
- 41.7.** MSI/ Bidder'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 MSI, 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 MSI by the Authority, MSI 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.

42. Termination

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

- 42.1.** Where the Authority is of the opinion that there has been such Event of Default on the part of MSI/MSI's Team which would make it proper and necessary to terminate this Contract and may include failure on the part of MSI to respect any of its commitments with regard to any part of its obligations under its Bid, the RFP or under this Contract.
- 42.2.** Where it comes to the Authority's attention that MSI (or MSI's Team) is in a position of actual conflict of interest with the interests of the Authority, in relation to any of terms of MSI's Bid, the RFP or this Contract.
- 42.3.** Where MSI'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 MSI, any failure by MSI to pay any of its dues to its creditors, the institution of any winding up proceedings against MSI or the happening of any such events that are averse to the commercial viability of MSI. 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
- 42.4.** Termination for Insolvency: The Authority may at any time terminate the Contract by giving written notice to MSI, without compensation to MSI, if MSI 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.
- 42.5.** MSI 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.
- 42.6.** MSI shall have a right to terminate this Contract by giving a 30 day Notice to the Authority under following circumstances: -
 - a. Breach of terms of this Contract by Authority
 - b. If Force Majeure conditions prevails for more than 60 days.

43. Consequence of Termination

- 43.1.** In the event of termination of the Contract due to any cause whatsoever, whether consequent to the stipulated Term of the Contract or otherwise the Authority shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the project which MSI 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 MSI in relation to the execution/continued execution of the requirements of the Contract.
- 43.2.** Where the termination of the Contract is prior to its stipulated term on account of a Default on the part of MSI or due to the fact that the survival of MSI as an independent corporate entity is threatened/has ceased, or for any other reason, whatsoever, the Authority, through unilateral re-determination of the consideration payable to MSI, shall pay MSI for that part of the Services which have been authorized by the Authority

and satisfactorily performed by MSI up to the date of termination. Without prejudice to any other rights, the Authority may retain such amounts from the payment due and payable by the Authority to MSI as may be required to offset any losses caused to the Authority as a result of any act/omissions of MSI. In case of any loss or damage due to default on the part of MSI in performing any of its obligations with regard to executing the Schedule of Requirements under the contract, MSI shall compensate the Authority for any such loss, damages or other costs, incurred by the Authority. Additionally, members of its team shall perform all its obligations and responsibilities under the Contract in an identical manner as were being performed before the collapse of MSI as described above in order to execute an effective transition and to maintain business continuity. All third parties shall continue to perform all/any functions as stipulated by the Authority and as may be proper and necessary to execute the Schedule of Requirements under the Contract in terms of MSI's Bid, the Bid Document and the Contract

- 43.3.** 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.
- 43.4.** 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.

44. Change Control Note (CCN)

- 44.1.** 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 MSI and changes to the terms of payment.
- 44.2.** 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 (Annex I, Section 3 of the RFP). CCNs shall be presented to the other Party's representative who shall acknowledge receipt by signature of the authorized representative of the Authority.
- 44.3.** MSI 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.
- 44.4.** Quotation
- 44.5.** MSI shall assess the CCN and complete Part B of the CCN. In completing Part B of the CCN MSI/Lead Bidder 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.
- 44.6.** Prior to submission of the completed CCN to the Authority or its nominated agencies, MSI shall undertake its own internal review of the proposal and obtain all necessary internal approvals. As a part of this internal review process, MSI 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.
- 44.7.** 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 MSI meets the obligations as set in the CCN. In the event MSI 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 MSI. Change requests and CCNs shall be reported monthly to each Party's representative who shall prioritize and review progress.

C. SERVICE LEVELS

45. Purpose

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

46. Service Level Agreements & Targets

- 46.1.** This section is agreed to by Authority and MSI as the key performance indicator for the project. This may be reviewed and revised according to the procedures detailed in Clause 45 SLA Change Control.
- 46.2.** 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 contact.
- 46.3.** The procedures in Clause 45 shall be used if there is a dispute between Authority and MSI on what the permanent targets should be.

47. General principles of Service Level Agreements

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

- 47.1.** 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. Liquidated Damages shall only be charged when the default has resulted solely from action or inaction of MSI.
- 47.2. Service Level Agreement**

47.3. SLA would be applicable in operations and maintenance phase of the project. The penalties shall be applicable on Operations & Maintenance cost of the project calculated quarterly. SLA would be applicable on:

- a. Integrated Command and Control Centre and Data Centre
- b. Smart Road –ICT Components
- c. Smart Park-ICT Components
- d. City Network backbone
- e. City Surveillance
- f. Smart Lighting
- g. Smart Traffic
- h. Environmental Sensors
- i. Integration with ICC

48. Service Levels Monitoring

48.1. The Service Level parameters defined in Clause 42 shall be monitored on a periodic basis, as per the individual parameter requirements. MSI shall be responsible for providing appropriate web based online SLA measurement and monitoring tools for the same. MSI shall be expected to take immediate corrective action for any breach in SLA. In case issues are not rectified to the complete satisfaction of Authority, within a reasonable period of time defined in this RFP, then the Authority shall have the right to take appropriate penalizing actions, or termination of the contract.

49. Penalties

49.1. A maximum level of performance penalties is established and described in the section

Severity Level	Penalty as a percentage of applicable payment milestone
9	Event of default and termination as per Clause 35 of this section of RFP respectively and the consequences as provided in Clause 36 of this section of RFP.
8	4.0%
7	3.0%
6	2.0 %
5	1.0 %
4	0.5 %
3	0.4 %
2	0.3 %

Severity Level	Penalty as a percentage of applicable payment milestone
1	0.2 %
0	No Penalty

- 49.2.** Performance Penalty for not meeting a measurement parameter for any two months in consecutive quarters shall result in twice the penalty percentage of that respective measurement parameter in the third quarter for all the three months
- 49.3.** Maximum Penalty applicable for any quarter shall not exceed 30% of the ‘applicable fees’ for the respective quarter.
- 49.4.** Three consecutive quarterly deductions of 30 % of the applicable fee on account of any reasons shall be deemed to be an event of default and termination as per Clause 35 of this Section of RFP respectively and the consequences as provided in Clause 36 of this section of RFP shall follow.
- 49.5.** The payment to the agency shall be on Quarterly basis however, the penalty shall be calculated on monthly basis as per the SLAs stated in the RFP.

50. Measurements & Targets

50.1. Implementation phase related performance levels

No.	Measurement	Definition	Target	Penalty
Commencement of Work				
1	Team mobilization and commencement of work	MSI is expected to mobilize project team for commencement of work Commencement of work would mean reporting and availability of MSI's resources (90% Key Personnel as per the RFP requirement) at the Authority's office for the project within defined period of 15 days and remaining 10% in next 15 days)	Within 15 days of issuance of LoI or contract agreement, whichever is earliest	Delay beyond 7 calendar days = 0.2% of the contract value Delay beyond 8-15 calendar days = 0.5% of the contract value Delay beyond 15 days may lead to Termination of the Contract at the discretion of the Authority

51. Network related performance levels

No.	Measurement	Definition	Target	Severity Level
1	Equipment Availability in FSCL Site	The definition for equipment availability is common for all network equipment Network equipment (availability for a month is defined as total time (in minutes) in a month - total down time (in minutes) in a month excluding planned network downtime. The network is considered available when all the services in full capacity are available. Network Availability (%) = (Total minutes during the month – Planned downtime - Downtime minutes during the month) *100 /Total	>= 99.5%	0
			>=99% to <99.5%	6
			>=98.5% to <99%	7
			<98.5 %	8
			>= 99%	0
			>=98.5.% to <99%	6
			>=98% to <98.5. %	7

No.	Measurement	Definition	Target	Severity Level
2	Network Availability at Access, Zone and Core level	<p>minutes during the month</p> <p>Total Time shall be measured on 24*7 basis.</p> <p>Planned Network Component Downtime refers to unavailability of network services due to infrastructure maintenance activities like configuration changes, up gradation or changes to any supporting infrastructure. Details related to such planned outage shall be agreed with the Authority.</p> <p>Measurement Tool: Reports from EMS. MSI shall submit monthly reports on the performance and adherence to the SLA while the penalties shall be charged on quarterly basis.</p>	<98%	8
3	City network backbone packet loss	<p>The SLA for backbone packet loss shall be identified on per quality basis.</p> <p>Measurement Tool: Reports from EMS. MSI shall submit monthly reports on the performance and adherence to the SLA while the penalties shall be charged on quarterly basis</p>	<=1%	0
			>1%	1
4	Network Latency / Jitter (Core to Access)	<p>Measurement Tool: Reports from EMS. MSI shall submit monthly reports on the performance and adherence to the SLA while the penalties shall be charged on quarterly basis</p>	<=40 ms	0
			>40ms	1

No.	Measurement	Definition	Target	Severity Level
5.	Mean Time To Repair (MTTR) for Fibre	Mean Time To Repair (MTTR) shall be monitored on the time taken between logging of complain against the network and its closure Measurement Tool: Reports from EMS. MSI shall submit monthly reports on the performance and adherence to the SLA while the penalties shall be charged on quarterly basis.	<= 8 hrs per reported fibre failure	0
			>8 hrs - 12	1
			>12 hrs	2

52. Wi-Fi related performance levels

Note: Downtime for single AP at any location should not be greater than 12 hours. For every hour beyond this penalty of Rs.1000/- per AP per location would be applicable additional to penalty specified as per SLA and Penalty Deduction for Wi-Fi.

No.	Measurement	Definition	Target	Severity Level
1	Availability of Wi-Fi through Access Points (AP)	Downtime means non-working/non-availability of APs at all locations. Uptime shall be calculated as $\{1 - (\text{no. of AP hours not available}) / (\text{Total no of APs} * \text{Total hrs. per quarter})\}$. For ex, if 600 nos. of APs are deployed at various locations, and 20 AP do not work for 1 hour, the total non-working AP hours with be 20 and the uptime would be $\{1 - (20 / (600 * 90 * 24))\}$, 600 being the number of APs, for 90 days on 24-hour basis. This down time shall be used for penalty calculations on quarterly basis and debited from the quarterly payables. The penalties would be levied for every AP down time – be it for non-availability of network, theft, damage or non-availability of power etc. Measurement Tool: Reports from EMS. MSI shall submit monthly reports on the performance and adherence to the SLA while the penalties shall be charged on quarterly basis.	Up to $\geq 98\%$ uptime	0
			$\geq 96\%$ to $< 98\%$ uptime measured on monthly basis	2
			$\geq 92\%$ to $< 96\%$ uptime measured on monthly basis	4
			$< 92\%$	5

No.	Measurement	Definition	Target	Severity Level
2	Average bandwidth to the user	1 MBPS Measurement Tool: Reports from EMS. MSI shall submit monthly reports on the performance and adherence to the SLA while the penalties shall be charged on quarterly basis.	<1 MBPS	2

53. City surveillance related performance level

No.	Measurement	Definition	Target	Severity Level
1	Availability of Applications including: 1. Video Management 2. Video Analytics 3. ANPR 4. Red light violation	Uptime = {1 - (Application downtime-maintenance downtime) / (Total Time – maintenance downtime)} Application Downtime shall be measured from the time the solution becomes unavailable (due to any reasons whatsoever attributable to MSI) for Business processing to the end user. Each parameter shall be measured separately for penalty. Any downtime for scheduled or preventive maintenance shall be with prior written intimation to the Authority Please note that continuous downtime of every 2 hours (from 7am to 12midnight) would raise the severity by one level. e.g. the severity level shall raise from 0 to 1 Please note that continuous downtime of every 4 hours (from midnight to 7am) would raise the severity by one level. e.g. the severity level shall raise from 0 to 1 Measurement Tool: Reports from EMS.	Minimum 98% uptime measured on monthly basis	0
			>= 96% to <98% uptime measured on monthly basis	5
			<96% uptime measured on monthly basis	9

No.	Measurement	Definition	Target	Severity Level
2	Availability of Applications including: 1. ITMS (Variable message signboard) 2. Public announcement system 3. Other applications	$\text{Uptime} = \{1 - (\text{Application downtime} - \text{maintenance downtime}) / (\text{Total Time} - \text{maintenance downtime})\}$ <p>Application Downtime shall be measured from the time the solution becomes unavailable (due to any reasons whatsoever attributable to MSI) for Business processing to the end user. Any downtime for maintenance shall be with prior written intimation to the Authority.</p> <p>Please note that continuous downtime of every 2 hours (from 7am to 12midnight) would raise the severity by one level. e.g. the severity level shall raise from 0 to 1</p> <p>Please note that continuous downtime of every 4 hours (from midnight to 7am) would raise the severity by one level. e.g. the severity level shall raise from 0 to 1</p> <p>Measurement Tool: Reports from EMS</p>	Minimum 95% uptime measured on monthly basis	0
			>= 93.0% to <95.0 % uptime measured on monthly basis	4
			>= 90.0% to <95.0 % uptime measured on monthly basis	6
			<90.0 % uptime measured on monthly basis	9

No.	Measurement	Definition	Target	Severity Level
3	Availability of other software including: 1. Enterprise Management System (EMS)	$\text{Uptime} = \{1 - (\text{Application downtime} - \text{maintenance downtime}) / (\text{Total Time} - \text{maintenance downtime})\}$ <p>Application Downtime shall be measured from the time the solution becomes unavailable (due to any reasons whatsoever attributable to MSI) for Business processing to the end user. Any downtime for maintenance shall be with prior written intimation to the Authority.</p> <p>Please note that continuous downtime of every 2 hours (from 7am to 12midnight) would raise the severity by one level. e.g. the severity level shall raise from 0 to 1</p> <p>Please note that continuous downtime of every 4 hours (from midnight to 7am) would raise the severity by one level. e.g. the severity level shall raise from 0 to 1</p> <p>Measurement Tool: Reports from EMS</p>	Minimum 99% uptime measured on monthly basis	0
			>= 97.0% to <99.0 % uptime measured on monthly basis	4
			>=95.0% to <97.0 % uptime measured on monthly basis	6
			<95.0 % uptime measured on monthly basis	9
4	Availability of other software including: 1. Antivirus	$\text{Uptime} = \{1 - (\text{Application downtime} - \text{maintenance downtime}) / (\text{Total Time} - \text{maintenance downtime})\}$ <p>Application Downtime shall be measured from the time the solution becomes unavailable (due to any reasons whatsoever attributable to MSI) for Business processing to the end user. Any downtime for maintenance shall be with prior written intimation to the Authority.</p> <p>Please note that continuous downtime of every 2 hours (from 7am to 12midnight) would raise the severity by one level. e.g. the severity level shall raise from 0 to 1</p> <p>Please note that continuous downtime of every 4 hours (from midnight to 7am) would raise the severity by one level. e.g. the severity level shall raise from 0 to 1</p> <p>Measurement Tool: Reports from EMS</p>	Minimum 97% uptime measured on monthly basis	0
			>= 96.0% to <97.0 % uptime measured on monthly basis	4
			>=95.0% to <96.0 % uptime measured on monthly basis	6
			<95.0 % uptime measured on monthly basis	7

No.	Measurement	Definition	Target	Severity Level
5	Availability of Fixed CCC infrastructure including: 1. Workstations 2. Video wall	$\text{Uptime} = \{1 - (\text{Application downtime} - \text{maintenance downtime}) / (\text{Total Time} - \text{maintenance downtime})\}$ <p>Application Downtime shall be measured from the time the solution becomes unavailable (due to any reasons whatsoever attributable to MSI) for Business processing to the end user. Any downtime for maintenance shall be with prior written intimation to the Authority.</p> <p>Please note that continuous downtime of every 2 hours (from 7am to 12midnight) would raise the severity by one level. e.g. the severity level shall raise from 0 to 1</p> <p>Please note that continuous downtime of every 4 hours (from midnight to 7am) would raise the severity by one level. e.g. the severity level shall raise from 0 to 1</p> <p>Measurement Tool: Reports from EMS</p>	Minimum 99% uptime measured on monthly basis	0
			>= 97.0% to <99.0 % uptime measured on monthly basis	4
			>=95.0% to <97.0 % uptime measured on monthly basis	6
			<95.0 % uptime measured on monthly basis	7
6	Availability of Fixed CCC infrastructure including: 1.Semi dome cameras 2.Phones 3.Biometric access control system	$\text{Uptime} = \{1 - (\text{Application downtime} - \text{maintenance downtime}) / (\text{Total Time} - \text{maintenance downtime})\}$ <p>Application Downtime shall be measured from the time the solution becomes unavailable (due to any reasons whatsoever attributable to MSI) for Business processing to the end user. Any downtime for maintenance shall be with prior written intimation to the Authority.</p> <p>Please note that continuous downtime of every 2 hours (from 7am to 12midnight) would raise the severity by one level. e.g. the severity level shall raise from 0 to 1</p> <p>Please note that continuous downtime of every 4 hours (from midnight to 7am) would raise the severity by one level. e.g. the severity level shall raise from 0 to 1</p> <p>Measurement Tool: Reports from EMS</p>	Minimum 97% uptime measured on monthly basis	0
			>= 95.0% to <97.0 % uptime measured on monthly basis	5
			>95.0% uptime measured on monthly basis	7

No.	Measurement	Definition	Target	Severity Level
7	Availability of Mobile CCC infrastructure including: <ol style="list-style-type: none"> 1. Workstation 2. Camera 3. UPS/DG Set and etc. 	$\text{Uptime} = \{1 - (\text{Application downtime} - \text{maintenance downtime}) / (\text{Total Time} - \text{maintenance downtime})\}$ <p>Application Downtime shall be measured from the time the solution becomes unavailable (due to any reasons whatsoever attributable to MSI) for Business processing to the end user. Any downtime for maintenance shall be with prior written intimation to the Authority.</p> <p>Please note that continuous downtime of every 2 hours (from 7am to 12midnight) would raise the severity by one level. e.g. the severity level shall raise from 0 to 1</p> <p>Please note that continuous downtime of every 4 hours (from midnight to 7am) would raise the severity by one level. e.g. the severity level shall raise from 0 to 1</p> <p>Measurement Tool: Reports from EMS</p>	Minimum 97.0 % uptime measured on monthly basis >= 96.0% to <97.0 % uptime measured on monthly basis >= 95.0% to <96.0 % uptime measured on monthly basis <95.0 % uptime measured on monthly basis	0 4 6 7
8	Battery replacement for UPS for all equipment devices procured	Replacement of battery used for UPS This excludes regular maintenance of the UPS and its batteries Measurement Tool: SLA Monitoring tool for inventory management	Batteries to be replaced every 3 rd year	5 (will increase by 1 every subsequent 6 months of non-compliance)

No.	Measurement	Definition	Target	Severity Level
9	Repair / replacement of infrastructure equipment including: 1. Cameras 2. Variable Message Signboard 3. PA system 4. Other equipment	Bidder should keep minimum 10% spare at any given point of project execution.	Within 4 business hours of logging complaint	0
		Infrastructure equipment should be replaced or repaired after complaint logging from Authority officials	>4 business hours to 1 business day of logging complaint	2
		Measurement Tool: System generated call log at Helpdesk	>1 to ≤2 business days of logging complaint	3
			More than 2 business days of logging complaint	4
10	Asset / Inventory Management	Provide monthly MIS of Asset Inventory to check asset inventory level.	≥95% of the minimum required inventory level should be available measured on monthly basis	0
		Measurement Tool: SLA Monitoring tool for inventory management	<95% of the minimum required inventory level	3 (Severity level would increase by 1 for every 5% drop in inventory level)
		Conduct Annual Physical Asset verification once in a year and give a report within 2 months from the date of verification.	100% Management approval of Physical Asset Verification report	5

No.	Measurement	Definition	Target	Severity Level
11	Fire detection and suppression system uptime	Availability of fire detection and suppression system in the command & control centre, DC & DR site. Periodic audits would be done by the agency to check the availability of these systems. These reports shall be submitted to the Authority. Measurement Tool: Random checks	100% availability measured periodically	0
			Any incident of non-compliance	5
			Any incident of non-compliance	5

Note:

During post-implementation period, in case the pole /outdoor cabinets or any other field equipment is damaged by a vehicular accident (or due to any other reason outside the control of MSI) and needs repair/replacement, then the corresponding equipment to be replaced by Bidder as per the SLAs defined in this section. **In such cases, damages are to be borne by MSI through proper comprehensive insurance for all the equipment (in the field or at CCC/COC) during contract period.**

54. Camera feed and quality

No.	Measurement	Definition	Target	Severity Level
1	Ratio of Live cameras v/s Total number of cameras at any point of time (To be measured every 1 hour)	Number of live working cameras divided by the total number of cameras Measurement tool: Log from VMS tools wherein alerts to the control room shall be generated on non-functioning of the camera	>= 98 %	0
			>= 95% to <98%	3
			>95%	5
2	Quality of Video feeds (Bad feeds due to Video Jitter, dim, blurred, unfocused, obstructed, non-aligned feeds)	“Poor quality video feed” means blurred, jiggered, dim or unclear video. Camera Feed Error Resolution time is the time taken to improve the feed to satisfactory levels after it has been detected & logged by the Surveillance System / administrative officials. Logging of such calls would be through IT helpdesk system.	>= 98 %	0
			>= 95% to <98%	3
			>95%	4

No.	Measurement	Definition	Target	Severity Level
3	Average Frame rate maintained for viewing	Average frame rate as per the requirement of the RFP to be maintained by all cameras Measurement tool: Log from VMS	≥90% calculated on a Monthly basis	0
			≥85 % to < 90% calculated on a Monthly basis	3
			< 85 % calculated on a Monthly basis	4
4	Average Frame rate maintained for recording	Average frame rate as per the requirement of the RFP to be maintained by all cameras Measurement tool: Log from VMS	≥95% calculated on a Monthly basis	0
			≥90 % to < 95% calculated on a Monthly basis	3
			< 90% calculated on a Monthly basis	4
5	Video stream Latency	The time required for transmission of video feed from one point to another Measurement tool: Report from EMS	≤40ms	0
			>40ms to ≤60ms	3
			>60ms	4
6	Change of Screen from one camera Source to another	The time required for transmission of screen from one camera source to another Measurement tool: Report from VMS	≤2s	0
			>2s to ≤5s	3
			>5s	4
7	Video Feed Query Retrieval Response Time	The time taken for receiving response to a query raised for video feed Measurement tool: Report from VMS	≤10s	0
			>10s to ≤20s	3
			>20s	4

No.	Measurement	Definition	Target	Severity Level
8	PTZ Lag Time	The time taken between movement at keyboard/joystick and actual moving indication through video feed viewed Measurement tool: Report from EMS	<=2s	0
			>2s to <=5s	3
			>5s	4
9	ANPR for Standard Number plates (4 wheelers & above)	Percentage of correct readings by ANPR camera for standard number plates for 4 wheelers and above Measurement tool: ANPR system Reports	>= 70 %	0
			>= 60% to <70%	3
			>60%	4
10	ANPR for Non-Standard Number plates (4 wheelers & above)	Percentage of correct readings by ANPR camera for standard number plates for 4 wheelers and above Measurement tool: ANPR system Reports	>= 60 %	0
			>= 50% to <60%	3
			>50%	4
11	ANPR for Standard Number plates (2 & 3 wheelers)	Percentage of correct readings by ANPR camera for standard number plates for 2 wheelers and above Measurement tool: ANPR system Reports	>= 50 %	0
			>= 35% to <50%	3
			>35%	4
12	ANPR for Non-Standard Number plates (2 & 3 wheelers)	Percentage of correct readings by ANPR camera for standard number plates for 2 wheelers and above Measurement tool: ANPR system Reports	>= 35 %	0
			>= 30% to <35%	3
			>30%	4

55. Network related performance levels_Camera_Switch_Fibre Cable

No.	Measurement	Definition	Target	Severity Level
1	<p>Network Availability between</p> <p>a. Cameras installed at each pole and network switch</p> <p>b. Network switch and optical fibre</p> <p>c. Optical fibre to switch at ICCC and DC and DR</p>	<p>Network components (availability for a month is defined as total time (in minutes) in a month less total down time (in minutes) in a month excluding planned network downtime. The network is considered available when all the services in full capacity are available.</p> <p>Network Availability (%) = (Total minutes during the month – Planned downtime - Downtime minutes during the month) *100 / Total minutes during the month.</p> <p>Total Time shall be measured on 24*7 basis.</p> <p>Planned Network Component Downtime refers to unavailability of network services due to infrastructure maintenance activities such as configuration changes, upgradation or changes to any supporting infrastructure.</p> <p>Details related to such planned outage shall be agreed with the Authority.</p> <p>Measurement Tool: Reports from EMS</p>	>98.5%	0
			<=98.5 % to >97% up time measured on a Monthly basis	4
			<=97.0% to >95.0% up time measured on a Monthly basis	5
			<=95.0% to >93.0% up time measured on a Monthly basis	6
			<93.0% up time measured on a Monthly basis	7

No.	Measurement	Definition	Target	Severity Level
2	Network Availability for all GPRS enabled equipment and other connectivity for equipment including Variable Message Signboards	<p>Network components (availability for a month is defined as total time (in minutes) in a month less total down time (in minutes) in a month excluding planned network downtime. The network is considered available when all the services in full capacity are available.</p> <p>Network Availability (%) = (Total minutes during the month – Planned downtime - Downtime minutes during the month) *100 / Total minutes during the month.</p> <p>Total Time shall be measured on 24*7 basis.</p> <p>Planned Network Component Downtime refers to unavailability of network services due to infrastructure maintenance activities such as configuration changes, upgradation or changes to any supporting infrastructure.</p> <p>Details related to such planned outage shall be agreed with the Authority.</p> <p>Measurement Tool: Reports from EMS</p>	>95%	0
			<=95 % to >93% up time measured on a Monthly basis	4
			<=93.0% to >90.0% up time measured on a Monthly basis	5
			<90.0% up time measured on a Monthly basis	7

No.	Measurement	Definition	Target	Severity Level
3	Network Quality of Service	<p>Quality of Service (QoS) refers to the capability of a network to provide traffic engineering to selected network traffic from</p> <p>a. Cameras installed at each pole and network switch</p> <p>b. Network switch and optical fiber</p> <p>c. Optical fiber to Switch at CCC and DC and DR.</p> <p>The primary goal of QoS is to provide priority including dedicated bandwidth, controlled jitter, latency and improved loss characteristics.</p> <p>Measurement Tool: Reports from EMS</p>	99% throughput of minimum stipulated bandwidth during 24*7 hours	0
			≥97% and <99% throughput of minimum stipulated bandwidth during 24*7 hours	5
			<97% throughput of minimum stipulated bandwidth during 24*7 hours	6
			Average Packet loss exceeding 0.5% over a month (at Data Centre and WAN level)	4
			Latency Delay>150ms(every instance)(at Data Centre and WAN level)	4

56. Service Level for ICT enabled Smart Lighting, Smart Traffic

No.	Measurement	Definition	Target	Severity Level
1	<p>Availability of Applications including:</p> <p>1.Mobile Application (android platform) for real time tracking of Bus information</p> <p>2. Environmental Sensor</p> <p>4. Smart Lighting Operation Management System</p> <p>5. Adaptive Traffic Management System</p>	<p>Uptime = {1 - (Application downtime-maintenance downtime) / (Total Time – maintenance downtime)}</p> <p>Application Downtime shall be measured from the time the solution becomes unavailable (due to any reasons whatsoever attributable to MSI) for Business processing to the end user. Each parameter shall be measured separately for penalty.</p> <p>Any downtime for scheduled or preventive maintenance shall be with prior written intimation to the Authority</p> <p>Please note that continuous downtime of every 2 hours (from 7am to 12midnight) would raise the severity by one level. e.g. the severity level shall raise from 0 to 1</p> <p>Please note that continuous downtime of every 4 hours (from midnight to 7am) would raise the severity by one level. e.g. the severity level shall raise from 0 to 1</p> <p>Measurement Tool: Reports from EMS.</p>	Minimum 98% uptime measured on monthly basis	0
			>= 96% to <98% uptime measured on monthly basis	5
			<96% uptime measured on monthly basis	9

No.	Measurement	Definition	Target	Severity Level
2	Availability of Smart Traffic Applications like: 1.Variable message system 2.Public announcement System	$\text{Uptime} = \{1 - (\text{Application downtime-maintenance downtime}) / (\text{Total Time} - \text{maintenance downtime})\}$	Minimum 95% uptime measured on monthly basis	0
		Application Downtime shall be measured from the time the solution becomes unavailable (due to any reasons whatsoever attributable to MSI) for Business processing to the end user. Each parameter shall be measured separately for penalty.	>= 93.0% to <95.0 % uptime measured on monthly basis	4
		Any downtime for scheduled or preventive maintenance shall be with prior written intimation to the Authority	>= 90.0% to <95.0 % uptime measured on monthly basis	6
		Please note that continuous downtime of every 2 hours (from 7am to 12midnight) would raise the severity by one level. e.g. the severity level shall raise from 0 to 1 Please note that continuous downtime of every 4 hours (from midnight to 7am) would raise the severity by one level. e.g. the severity level shall raise from 0 to 1 Measurement Tool: Reports from EMS.	<90.0% uptime measured on monthly basis	9

No.	Measurement	Definition	Target	Severity Level
3	Availability of other software including: 1. Enterprise Management System (EMS)	$\text{Uptime} = \{1 - (\text{Application downtime-maintenance downtime}) / (\text{Total Time} - \text{maintenance downtime})\}$	Minimum 99% uptime measured on monthly basis	0
		Application Downtime shall be measured from the time the solution becomes unavailable (due to any reasons whatsoever attributable to MSI) for Business processing to the end user. Each parameter shall be measured separately for penalty.	>= 97.0% to <99.0 % uptime measured on monthly basis	4
		Any downtime for scheduled or preventive maintenance shall be with prior written intimation to the Authority	>= 95.0% to <97.0 % uptime measured on monthly basis	6
		Please note that continuous downtime of every 2 hours (from 7am to 12midnight) would raise the severity by one level. e.g. the severity level shall raise from 0 to 1 Please note that continuous downtime of every 4 hours (from midnight to 7am) would raise the severity by one level. e.g. the severity level shall raise from 0 to 1 Measurement Tool: Reports from EMS.	<95.0% uptime measured on monthly basis	9

No.	Measurement	Definition	Target	Severity Level
4	Availability of other software including: 1. Antivirus	$\text{Uptime} = \{1 - (\text{Application downtime-maintenance downtime}) / (\text{Total Time} - \text{maintenance downtime})\}$ <p>Application Downtime shall be measured from the time the solution becomes unavailable (due to any reasons whatsoever attributable to MSI) for Business processing to the end user.</p> <p>Any downtime for maintenance shall be with prior written intimation to the Authority.</p> <p>Please note that continuous downtime of every 2 hours (from 7am to 12midnight) would raise the severity by one level. e.g. the severity level shall raise from 0 to 1</p> <p>Please note that continuous downtime of every 4 hours (from midnight to 7am) would raise the severity by one level. e.g. the severity level shall raise from 0 to 1</p> <p>Measurement Tool: Reports from EMS</p>	<p>Minimum 97% uptime measured on monthly basis</p> <hr/> <p>>= 96.0% to <97.0 % uptime measured on monthly basis</p> <hr/> <p>>=95.0% to <96.0 % uptime measured on monthly basis</p> <hr/> <p><95.0 % uptime measured on monthly basis</p>	<p>0</p> <hr/> <p>4</p> <hr/> <p>6</p> <hr/> <p>7</p>

No.	Measurement	Definition	Target	Severity Level
5	Availability of Fixed CCC infrastructure including: 1. Workstations 2. Video wall	$\text{Uptime} = \{1 - (\text{Application downtime-maintenance downtime}) / (\text{Total Time} - \text{maintenance downtime})\}$ <p>Application Downtime shall be measured from the time the solution becomes unavailable (due to any reasons whatsoever attributable to MSI) for Business processing to the end user.</p> <p>Any downtime for maintenance shall be with prior written intimation to the Authority.</p> <p>Please note that continuous downtime of every 2 hours (from 7am to 12midnight) would raise the severity by one level. e.g. the severity level shall raise from 0 to 1</p> <p>Please note that continuous downtime of every 4 hours (from midnight to 7am) would raise the severity by one level. e.g. the severity level shall raise from 0 to 1</p> <p>Measurement Tool: Reports from EMS</p>	Minimum 99% uptime measured on monthly basis	0
			>= 97.0% to <99.0 % uptime measured on monthly basis	4
			>=95.0% to <97.0 % uptime measured on monthly basis	6
			<95.0 % uptime measured on monthly basis	7

No.	Measurement	Definition	Target	Severity Level
6	Availability of field infrastructure including: 1. Public Address System – Loud Speakers 2. Environmental Sensors 3. Smart Light Unit 5. Smart Traffic Detectors, Sensors & Controllers 6. Variable Message Signboard 7. PA System 8. Other equipment	$\text{Uptime} = \{1 - (\text{Application downtime-maintenance downtime}) / (\text{Total Time} - \text{maintenance downtime})\}$ <p>Application Downtime shall be measured from the time the solution becomes unavailable (due to any reasons whatsoever attributable to MSI) for Business processing to the end user.</p> <p>Any downtime for maintenance shall be with prior written intimation to the Authority.</p> <p>Please note that continuous downtime of every 2 hours (from 7am to 12midnight) would raise the severity by one level. e.g. the severity level shall raise from 0 to 1</p> <p>Please note that continuous downtime of every 4 hours (from midnight to 7am) would raise the severity by one level. e.g. the severity level shall raise from 0 to 1</p> <p>Measurement Tool: Reports from EMS</p>	Minimum 99% uptime measured on monthly basis	0
			>= 96.0% to <97.0 % uptime measured on monthly basis	4
			>=95.0% to <96.0 % uptime measured on monthly basis	6
			<95.0 % uptime measured on monthly basis	7
7	Battery replacement for all equipment devices procured	Replacement of battery used for UPS This excludes regular maintenance of the UPS and its batteries Measurement Tool: SLA Monitoring tool for inventory management	Batteries to be replaced every 3 rd year	5

No.	Measurement	Definition	Target	Severity Level
8	Repair / replacement of infrastructure equipment	Bidder should keep minimum 10% spare at any given point of project execution.	Within 4 business hours of logging complaint	0
	1. Public Address System – Loud Speakers	Infrastructure equipment should be replaced or repaired after complaint logging from Authority officials	>1 to ≤2 business days of logging complaint	3
	2. Environmental Sensors 3. Smart Light Unit 4. Smart Traffic Detectors, Sensors & Controllers 5. Variable Message Signboard 6. PA System 7. Other equipment	Measurement Tool: System generated call log at Helpdesk	More than 2 business days of logging complaint	4

No.	Measurement	Definition	Target	Severity Level
9	Asset / Inventory Management	Provide monthly MIS of Asset Inventory to check asset inventory level. Measurement Tool: SLA Monitoring tool for inventory management	≥95% of the minimum required inventory level should be available measured on monthly basis	0
			<95% of the minimum required inventory level	3 (Severity level would increase by 1 for every 5% drop in inventory level)
		Conduct Annual Physical Asset verification once in a year and give a report within 2 months from the date of verification.	100% Management approval of Physical Asset Verification report	5

No.	Measurement	Definition	Target	Severity Level
10	<p>Network availability between</p> <p>a. Field device/unit and network switch</p> <p>b. Network switch and optical fiber</p> <p>c. Optical fiber to switch at CCC and DC and DR</p>	<p>Network components (availability for a month is defined as total time (in minutes) in a month - total down time (in minutes) in a month excluding planned network downtime.</p>	>98.5%	0
		<p>The network is considered available when all the services in full capacity are available.</p>	<=98.5 % to >97% up time measured on a Monthly basis	4
		<p>Network Availability (%) = (Total minutes during the month – Planned downtime - Downtime minutes during the month) *100 /Total minutes during the month</p>	<=97.0% to >95.0% up time measured on a Monthly basis	5
		<p>Total Time shall be measured on 24*7 basis.</p>	<=95.0% to >93.0% up time measured on a Monthly basis	6
		<p>Planned Network Component Downtime refers to unavailability of network services due to infrastructure maintenance activities like configuration changes, up gradation or changes to any supporting infrastructure. Details related to such planned outage shall be agreed with the Authority.</p>	<93.0% up time measured on a Monthly basis	7
		<p>Measurement Tool: Reports from EMS</p>	<= 95.0% to >93.0 % uptime measured on monthly basis	4
			<=93.0% to >90.0% uptime measured on monthly basis	5
			<90.0 % uptime measured on monthly basis	7

No.	Measurement	Definition	Target	Severity Level
11	Network Quality Service of	Quality of Service (QoS) refers to the capability of a network to provide traffic engineering to selected network traffic from	99% throughput of minimum stipulated bandwidth during 24*7 hours	0
		<ul style="list-style-type: none"> a. Cameras installed at each pole and network switch b. Network switch and optical fiber c. Optical fiber to Switch at CCC and DC and DR. 	≥97% and <99% throughput of minimum stipulated bandwidth during 24*7 hours	5
		The primary goal of QoS is to provide priority including dedicated bandwidth, controlled jitter, latency and improved loss characteristics.	<97% throughput of minimum stipulated bandwidth during 24*7 hours	6
		Measurement Tool: Reports from EMS	Average Packet loss exceeding 0.5% over a month (at Data Centre and WAN level)	4
			Latency Delay>150ms(every instance)(at Data Centre and WAN level)	4

Service	Parameter	SLA	Validation	Penalty	Tools used
Helpdesk availability	Help desk should be available and All incidents/ events raised with the IT helpdesk should be logged into the system and service ticket	100% calls to be logged and service ticket no. shall be generated	Reports generated from Ticket logging system	95%-99% calls are logged and ticket is generated: penalty of 2% of monthly O&M Charges	Automated Monitoring Tool
				90%-95% calls are logged and ticket is generated: penalty of 5% of monthly O&M Charges	
				< 90% call resolved in specified time: penalty of 10% of monthly O&M Charges	
				95%-99% calls resolved in specified time: penalty of 2% of monthly O&M Charges	
Helpdesk	Resolution of ticket logged as per the Severity definition Chart	99%	Reports generated from Ticket logging system	95%-99% calls are logged and ticket is generated: penalty of 2% of monthly O&M Charges	Automated Monitoring Tool
				90%-95% calls are logged and ticket is generated: penalty of 5% of monthly O&M Charges	
				< 90% call resolved in specified time: penalty of 10% of monthly O&M Charges	

Service	Parameter	SLA	Validation	Penalty	Tools used
Desk Side Technical support Services	Resolution of ticket logged as per the Severity definition Chart	95%	Reports generated from Ticket logging system	1% of monthly O&M Charges	Automated Monitoring Tool
					OV Performance Insight (OVPI)
Problem Management	Supplier shall analyse all the incidents and provide a root cause report every month if there are more than 10 incidents of the same type. Supplier shall take the needed corrective action to prevent further issues due to the same cause.	100% timely submission covering all incidents logged in that month	Root Cause Report	Submit a problem report for that month.	
			Incident report stating problems faced by the users	5% penalty on the monthly O&M Charges of that Project Area, if the Supplier does not perform the corrective action for more than one calendar month.	
			Document detailing corrective action		

58. Reporting Procedures

- 58.1.** MSI 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.
- 58.2.** Also, MSI may be required to get the Service Level performance report audited by a third-party Auditor appointed by the Authority.

59. Issue Management Procedures

- 59.1.** General
- 59.2.** This process provides an appropriate management structure for the orderly consideration and resolution of business and operational issues in the event that quick consensus is not reached between Authority and Bidder.

59.3. Implementing such a process at the beginning of the outsourcing engagement significantly improves the probability of successful issue resolution. It is expected that this pre-defined process shall only be used on an exception basis if issues are not resolved at lower management levels.

59.4. Issue Management Process

59.4.1. Either Authority or MSI may raise an issue by documenting the business or technical problem, which presents a reasonably objective summary of both points of view and

59.4.2. Identifies specific points of disagreement with possible solutions. Any unresolved issues/disputes concerning the Project/Contract between the Parties shall first be referred in writing to the Project Manager for his consideration and resolution. If the Project Manager is unable to resolve any issue/dispute within 5 days of reference to them, the Project Manager shall refer the matter to the Program Management Committee. If the Program Management Committee is unable to resolve the issues/disputes referred to them within 15 days, the unresolved issue/dispute shall be referred to Steering Committee / high powered committee/Project Implementation Committee for resolution. The Steering Committee within 30 days of reference to them shall try to resolve the issue/dispute.

59.4.3. If the Steering Committee fails to resolve a dispute as per the above clause, the same shall be referred to arbitration. The arbitration proceedings shall be carried out as per the Arbitration procedures mentioned in Clause 18 of this section of RFP.

60. Service Level Change Control

60.1. 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 Bidder 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.
- d. 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.

60.2. Service Level Change Process

60.2.1. The parties may amend Service Level by mutual agreement in accordance. Changes can be proposed by either party. Unresolved issues shall also be addressed. MSI'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.

60.3. Version Control / Release Management

60.3.1. 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. ANNEXURES

61. Annexure I: Change Control Note

Change Control Name	CCN Number:
PART A: INITIATION	
Title:	
Originator:	
Sponsor:	
Date of Initiation: (MMDDYYYY)	
Details of Proposed Change	
(To include reason for change and appropriate details/specifications. Identify any attachments as A1, A2, A3, and etc.)	
Authorized by Authority	Date (MMDDYYYY):
Name:	
Signature:	
Received by the Bidder	
Name:	
Signature:	
Change Control Name	CCN Number:
PART B: EVALUATION	
(Identify any attachments as B1, B2, B3, and etc.)	
Changes to Services, Payment terms, Payment Profile, Documentation, Training, Service levels, Component working arrangements and any other contractual issue.	
Brief Description of Solution:	
Impact:	
Deliverables:	
Charges for Implementation: (Include a schedule of payments)	
Other Relevant Information: (including value-added and acceptance criteria)	
Authorized by the Bidder	Date (MMDDYYYY):
Name:	
Signature:	
Change Control Name	CCN Number:

PART C: Authority to Proceed

Implementation of this CCN as submitted in Part A, in accordance with Part B is: (tick as appropriate)	
Approved Rejected Requires Further information (as follows, or as attachment 1, etc.)	
For Authority and it is nominated agencies	For MSI
Signature:	Signature:
Name:	Name:
Title:	Title:
Date:	Date:

62. Annexure II: Form of Agreement

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

WHEREAS MSI 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 this 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

MSI 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 MSI for the provision and execution of the said works for the sum of upon the terms laid out in this RFP.
- b. MSI 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:

Complete Request for Proposal (RFP) Document	<i>Volumes I, II and III of the RFP and corrigendum and addendum, if any</i>
Break-up of cost components	<i>Bidder’s Commercial bid</i>
The Authority’s Letter of Intent dated <<>>	<i>To be issued later by the Authority</i>
MSI’s Letter of acceptance dated <<>>	<i>To be issued later by the MSI</i>
Bid submitted by MSI as per file No. <<>>	<i>Bidder’s Technical bid</i>

d. The mutual rights and obligations of the “Authority” and MSI shall be as set forth in the Agreement, in particular:

- MSI shall carry out and complete the Services in accordance with the provisions of the Agreement; and
- The “Authority” shall make payments to MSI 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 MSI by the Authority as hereinafter mentioned, MSI 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 MSI the said sum ofor such other sums as may become payable to MSI 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	Signed
Name : _____	Name : _____
Designation : _____	Designation : _____
Date :	Date :
Place :	Place :
in the presence of :	in the presence of :
Signed	Signed
Name : _____	Name : _____
Designation : _____	Designation : _____
Date :	Date :
Place :	Place :

End of the Document