

1. Service Level Agreement

- 1) The billing shall be made based on the actual attendance of the technician(s) in a month.
- 2) In case of absence of one technician, vendor is liable for penalty
Agree rate per day per technician; in case of absence of more than one technician, vendor is liable for penalty equivalent of the agree rate per day per technician. GST will be levied on penalty amount.
- 3) All incidents/ service requests should be resolved within 48 Hrs. after incident is notified at IT Help desk.
- 4) ITER India reserve the rights for replacement of technician, in case of technical incompetency of deputed technician.

Billing:

- 1) Monthly Billing will be made as per agreed/contracted monthly rate of contract.
- 2) 04 nos. of technical support staff need to depute on all working days while 01 nos. of technical support staff on Saturday (if it is non-working day). On Sunday and Public Holiday staff deputation is not required.
- 3) In monthly billing, adjustment needs to provide for difference between no. of man days needs to be supplied and actual supplied (it can be provided by separate credit/debit note also) by following formula.

Formula:
$$\frac{\text{Monthly agreed rate}}{\text{No. of man days needs to be supplied}} \times \text{Difference between no. days of needs to supplied and actual supplied}$$

- 4) If difference between no. of man days needs to be supplied and actual supplied is up to 2% then penalty would not be deducted. If it exceeds more than 2% then penalty would be deducted on entire difference at the average man day rate of corresponding month.

Formula:
$$\frac{\text{Difference between no. days of needs to supplied and actual supplied} \times 100}{\text{No. of man days needs to be supplied}}$$

Eg. -1) If monthly agreed rate is Rs. 100/- and month has 30 days

Sr. No.	Types of Days	No. of Days	No. of Man power needs to supplied	Total No. of Man power needs to supplied	Actual Man power supplied	Difference
1	Working Days	21	04	84	84	00
2	Saturday	04	01	04	04	00
3	Sunday	04	00	00	00	00
4	Public Holiday	01	00	00	00	00
Total		30		88	88	00

Conclusion: As actual manpower supplied is equal to manpower needs to supplied so, billing would be Rs. 100/- (full without any adjustment)

Eg. -2) If monthly agreed rate is Rs. 100/- and month has 30 days

Sr. No.	Types of Days	No. of Days	No. of Man power needs to supplied	Total No. of Man power needs to supplied	Actual Man power supplied	Difference
1	Working Days	21	04	84	82	02
2	Saturday	04	01	04	04	00
3	Sunday	04	00	00	00	00
4	Public Holiday	01	00	00	00	00
Total		30		88	86	02

Conclusion: As actual manpower supplied is less than the manpower needs to supplied so, billing needs to be adjusted. Final billing would be Rs. 97.73/- (100-2.27) and penalty would be Rs. 2.27/- (100*2.27%). Net Payment would be Rs. 95.46/- (97.73-2.27)

$$\text{Adjustment: } \frac{100}{88} \times 02 = 2.27$$

$$\text{Penalty: } \frac{02}{88} \times 100 = 2.27\%$$

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Note: This SLA will be applicable for absenteeism of candidate upto 15 days. However, absenteeism beyond 15 days and for default in services or breach of any other term & conditions of the contract, penalty and fine as per GeM Standard Terms & Conditions (SLA) shall be applicable.