

CORRIGENDUM IN GEM BID NO. GEM/2023/B/4199089 DATED 10.11.2023

Service Level Agreement (SLA)

1. 100% Server, Network & Power Uptime SLA: The vendor should provide with 100% Server, Network, CCTV & Power Uptime SLA as standard. This shall be applicable during the Election Day as declared by the client and shall be applicable from 5 A.M. till the end of polling or till polling party leaves polling station or booth or as decided by the client. The vendor should ensure

Service Availability	Deduction from total cost of no. of affected booths
98% to 100%	0%
95 % to 97.9%	10%
89.9% to 94.9%	25%
90% to 41.9%	40%
40% and below	100%

(By percentage in column 1 of Para 1, it means the number of booths in which the viewing unavailability is more than 28 minutes.)

2. The buffering should not happen in the streaming. Vendor will develop a dashboard for reporting the buffer and failure. Connectivity loss or buffering due to failure of electricity or failure of connectivity / hardware at viewing side (RO/DEO /CEO/ECI) will be excluded.
 - In case of non-viewing of booth polling event due to any other reason except for the reasons mentioned earlier, such event of non-viewing will be considered as a failure by DEO. The failure has to be cross checked by checking the recorded DVD. If recorded DVD shows the recording clearly, then it won t be considered as failure.
 - For example: In a booth, the viewing is unavailable for 28 minutes also this is proved by the cross-check with recorded DVD, the penalty will be Rs. 1000 per event. If it is more than 28 minutes unavailability, it will be considered as a failure and the penalty will be as per Para 1.
 - In a situation in which there is reported problem by the Presiding Officer regarding the prevention of recording by miscreants the bidder will not be held responsible for the non-viewing event.

Implementation Penalty

- The bidder has to pay additional 50% of quoted unit rate of non implemented district as a penalty, if they will fail to install the equipment in booth as per bid criteria.
- The above said penalty of 50%, will be calculated for each booth of the district where installation is not be done.

The changes are highlighted above. All other tender terms and conditions are remain unchanged.