

S. No.	Defined Parameter	Service Level requirement	Validation Procedure	Penalty
1	Commissioning of Charging equipment: Bidder(s) must ensure that charging equipment Confirmatory Purchase Orders/Indents placed pursuant to issuance of LOA are supplied, installed & commissioned as per the scheduled date(s) set out in the order at the designated place, as agreed.	Within 1 month of issuance of Confirmatory PO/Indent. Refer Section-6 Part-B, Clause 2 (Bill of Quantity) for details.	Delivery challan and Commissioning Report signed by representative of EESL.	0.5% penalty on the supply and the installation & commissioning value of the delayed quantity confirmed through the Confirmatory PO/Indent (as per <b>Schedule 1A/2A + Schedule 3 B</b> of Price Bid) for every one day's late delivery, subject to a maximum cap of 5% of the value of the Confirmatory PO/Indent (as per <b>Schedule 1A/2A + Schedule 3 B</b> of Price Bid).
2	Replacement of faulty Charging equipment: faulty charging equipment to be replaced or repaired (under warranty only) by the bidder(s) within defined duration.	The faulty charging equipment should be repaired and/or replaced within 8 hours of the complaint.	Acknowledgment by the charging station operator in writing.	<p><u>More than 8 hours and up to 24 hours</u>: 2% penalty of Comprehensive on-site extended warranty and AMC (as per <b>Schedule 3 A</b> of Price Bid) on the Warranty period charges for that year for the faulty equipment as mentioned in the payment schedule.</p> <p><u>More than 24 hours and up to 48 hours</u>: 4% penalty of Comprehensive on-site extended warranty and AMC (as per <b>Schedule 3 A</b> of Price Bid) on the Warranty period charges for that year for the faulty equipment as mentioned in the payment schedule.</p> <p><u>More than 48 hours and up to 72 hours</u>: 6% penalty of Comprehensive on-site extended warranty and AMC (as per <b>Schedule 3 A</b> of Price Bid) on the Warranty period charges for that year for the faulty equipment as mentioned in the payment schedule.</p> <p><u>72 hours plus</u>: 8% of Comprehensive on-site extended warranty and AMC (as per <b>Schedule 3 A</b> of Price Bid) penalty on the Warranty period charges for that year for the faulty equipment as mentioned in the payment schedule.</p>
3	<b>Firmware support:</b> Charger manufacturer shall provide respective firmware in case of a malfunctioning or a feature request at no extra cost to EESL.	5 days within receipt of charging equipment.	Date of written request by System Integrator.	0.5% penalty of the installation and commissioning value of Confirmatory PO/Indent (as per <b>Schedule 3 B</b> of Price Bid) for every one day late delivery subject to a maximum cap of 5% of the installation and commissioning value as per the Confirmatory PO/Indent (as per <b>Schedule 3 B</b> of Price Bid).
4	<b>Availability of charging equipment in working condition</b>	Bidder must ensure that the charging equipment must be online for at least 98% of the time. (Power failure related downtime is excluded)	Through generated equipment report by the	For default on this condition, 0.5% penalty of Comprehensive on-site extended warranty and AMC (as per <b>Schedule 3 A</b> of Price Bid) for every 1% of non-availability of charging station per month subject to a maximum cap of 5% of Comprehensive on-site extended warranty and AMC (as per <b>Schedule 3 A</b> of Price Bid).



Signature :-  
 Subject : CN=KUMAR SAURABH, ST=DELHI, OID.2.5.4.17=110003, OU=CONTRACTS,  
 ENERGY EFFICIENCY SERVICES LIMITED, C=IN  
 User ID : Kumar.saurabh  
 Serial No : F5D633  
 PB : rajneesh.rana(Rajneesh Rana)  
 Date : 09-05-2019

