



**State Mortgage and Investment Bank**

**ADDENDUM NO 02 - TO THE BIDDING DOCUMENT**

**FOR THE**

**Procurement of Data Center Co-Location**

**INVITATION FOR BIDS No: SIMB/TD/2026/01/09**

**February 2026**

## **ADDENDUM NO 02 - TO THE BIDDING DOCUMENT**

INVITATION FOR BIDS No: SIMB/TD/2026/01/09

This Addendum to the Bidding Document of above procurement incorporates following amendments. All bidders shall comply with these amendments in addition to the clarifications issued and Addendum No 01. All the changes are highlighted for the easy reference.

# Amendments

## Service Level Agreement (SLA) and Penalty Schema

The following service levels should be guaranteed;

Data Center (DC) uptime needs to be **99.982% or higher** A service is deemed to have failed in the event of breach of any of the below condition/ requirement;

1. Power: Nominal Out Voltage 230V with less than 5% distortion at full load. Frequency for 50 Hz nominal +/- 3Hz to be available on 24x7x365 basis.
2. Cooling and Humidity Control: Temperature should be **kept below 25 degrees** Celsius. Humidity shall be between 40% and 60%.
3. For any security breaches like break-in to data center, racks, unauthorized access, or vandalism to equipment etc, State Mortgage and Investment Bank should be notified within 15 minutes according to the escalation list provided by State Mortgage and Investment Bank.
4. Incident reports for all reported incidents shall be made available within 24 hours from the report of incident duly signed by the head of the datacenter.
5. All scheduled maintenance periods shall be notified by at least 10 days prior, and for major service interruptions, it shall be 4 weeks' minimum.

### Support Level Descriptions

Description	Critical	Medium	Minor
Response Time	15 Minutes	30 Minutes	1 Hour
Resolution Time	45 Minutes	2 Hours	4 Hours
Type of Events	Any of following; - Full power failure - <b>Ambient Temperature &gt; 27C</b> - Catastrophic DC service failure	Any of following; - Partial power failure - <b>26C &lt; Ambient Temperature &lt; 27C</b> - Partial DC service failure, which will impact services.	Any of following; - Power fluctuations - <b>25C &lt; Temperature fluctuations &lt; 26 C</b> - DC Service failures, which won't impact services.
Penalties after the resolutions time exceeds.	As per the given formula	As per the given formula	As per the given formula

### Support Hours

The bidder must provide support and maintenance services as per Support Levels mentioned below;

<b>Support Level 1: Critical</b>	
Support Hours	24 hours a day, all days in the week (including public and mercantile holidays)
<b>Support Level 2: Medium</b>	
Support Hours	24 hours a day, all days in the week (including public and mercantile holidays)
<b>Support Level 3: Minor</b>	
Support Hours	From 08:30 AM to 05:30 PM Monday to Friday (excluding public holidays)

### Penalties

Failure to handed over the required site to the employer within 3 weeks from the date of letter of award, supplier liable to pay liquidated damages at the rate of one percent (1%) of the total contract value for each complete week of delay, and such amounts will be deducted from the payment due to the supplier.

In case of interruptions, penalties will be calculated as per the formula given below (per hour basis):

$\text{Amount} = 10 \times [\text{Total Monthly Charge}/(30 \times 24)] \times \text{the total hours of service interruption or downtime during the month.}$
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