



Service Level Agreement Performance for General AMC of IEL-IMD

Document No:TPCL/KIO/IMS/MS/SLA/R01 Period: August, 2023



Periodicity		Monthly		Monthly reference Amount		From PO value (without GST)	
Factors	BTG and BOP Cost		Monthly				
Final Payout	Fixed Monthly Contract Value-(Availability deduction)-(PMI deduction)-(CCI deduction)-(CMI deduction)-(WQ11 deduction)-(WQ12 deduction)-(DRT deduction)-(HIK deduction)-(ASI deduction)						
Source	SI. No.	Descriptions	K-Factor	Performance Value	Penalty/incentive	Remarks	
Automated (SAP Output)	1	Availability (BTG and BOP instrument With respect to M1 and M2)					
	1.1	100% (Incentive)	0.02		-	Factor of Monthly Contract Value. 1.Availability of all instruments of BTG & BOP coming under the AMC including DCS and PLC (M1 and M2) with respect to PTW.	
	1.2	99.9%<A<=98 (Incentive)	0		-		
	1.3	98%<A<=95%	-0.05		-		
	1.4	95%<A<=90%	-0.1		-		
	1.6	90%<A<=80%	-0.15		-		
	1.7	<80%	-1		-		
	A						
Automated (SAP Output)	2	PMI (Preventive Maintenance Compliance Index (M3))					
	2.1	>99.99% (Incentive)	0.00		-	Preventive Maintenance Compliance Index (M3) with respect to permit	
	2.2	95%>PMI <99.99%	-0.02		-		
	2.3	90 %>PMI<95%	-0.05		-		
	2.4	85%>PMI<90%	-0.10		-		
	2.5	80%>PMI <85%	-0.15		-		
	2.6	<80%	-1.00		-		
	B						
Automated (SAP Output)	3	CCI (Calibration Compliance Index (M5))					
	3.1	>99.99% (Incentive)	0.00		-	Calibration Maintenance Compliance Index (M5) with respect to permit except Master calibrators and gauges	
	3.2	95%>CCI<99.99%	-0.02		-		
	3.3	90 %>CCI<95%	-0.05		-		
	3.4	85%>CCI<90%	-0.10		-		
	3.5	80%>CCI <85%	-0.15		-		
	3.6	<80%	-1.00		-		
	C						
Automated (SAP Output)	4	CMI (Corrective Maintenance Compliance Index (M1 & M2))					
	4.1	>99.99% (Incentive)	0.00		-	Corrective Maintenance Compliance Index (M1 & M2) with respect to permit issued	
	4.2	95%>CMI<99.99%	-0.02		-		
	4.3	90 %>CMI<95%	-0.05		-		
	4.4	85%>CMI<90%	-0.10		-		
	4.5	80%>CMI <85%	-0.15		-		
	4.6	<80%	-1.00		-		
	D						
Automated (SAP Output)	5	WQ11 (N=No of Repetative defects upto 6 months)					
	5.1	No. of Repetative Notification(N)=0 (Incentive)	0.02		-	Work quality index-1 is based on Number of Notifications for repetitive defects(N). N is the number of notifications for repetitive defects upto six months, N=0, during starting period of the contract.	
	5.2	1>N<=2	0.00		-		
	5.3	2>N<=4	-0.02		-		
	5.4	4>N<=8	-0.05		-		
	5.5	6>N<=12	-0.10		-		
	5.6	12>N<=15	-0.15		-		
	5.7	>20	-1.00		-		
E							

Automated (SAP Output)	6	WQI2 (% of Instruments recalibrated in every Month)				
	6.1	<0% (Incentive)	0.00	-		Work quality index-2:WQI=No of defects having PM05 plan with cause code Calibration/Total No of Instruments having PM05 plan Exception : Self created notification & Notification for cross checking purposes to be excluded
	6.2	1%>WQI2<0%	-0.02	-		
	6.3	1%>WQI2<2%	-0.05	-		
	6.4	2%>WQI2<5%	-0.10	-		
	6.5	5%>WQI2<10%	-0.15	-		
	6.6	>15%	-1.00	-		
F						
Automated (SAP Output)	7	Critical Breakdown/defect response or Repair time (DRT)Hrs				Response time to attend (PTW issue to closer time) Breakdowns/Defects based on job clearance AVI or PTW issue by TPCL. Exception : 1. Breakdown required Expert service and material repairing time will be excluded 2. PTW dealy closure due to any technical issue or Material requirement .
	7.1	<1Hr (Incentive)	0.02	-		
	7.2	1hr>DRT<4hr	0.00	-		
	7.3	4hr>DRT<12hr	-0.02	-		
	7.4	12hr>DRT<24hr	-0.05	-		
	7.5	24hr>DRT<72hr	-0.15	-		
	7.6	>72hr	-1.00	-		
G						
Manual	8	Housekeeping Index (HKI)				5S is the workplace organization method which uses the list of five words i.e. "sort", "set in order", "shine", "standardize", and "sustain". At Tata Power, it is mandatory for contractor to maintain 35 in all the places as per the scope of Work List of Areas will be defined by EIC. Till Six Months Payment deduction
	8.1	5S >99% (Incentive)	0.01	-		
	8.2	4S <80%	-0.01	-		
	8.3	3S <80%	-0.02	-		
	8.4	2S <90%	-0.05	-		
	8.5	1S <90%	-0.10	-		
H						
Manual	9	Adequate service availability index(ASI)				Adequate service availability including manpower and tools/tackles at site based on requirements laid down by Tatapower. It includes shift manning requirements and emergency manning requirements.
	9.1	>99.99% (Incentive)	0.00	-		
	9.2	95%>ASI<99.99%	-0.02	-		
	9.3	90 %>CCI<95%	-0.05	-		
	9.4	80%>CCI<90%	-0.10	-		
	9.5	80%>CCI <70%	-0.15	-		
I						
	Summation of all incentives and deductions				0	
	Normalized value for deductions and incentives				0	
	Payout					
	% of Incentive			#DIV/0!		

Notes:

1. M1=Corrective Maintenance, M2=Breakdown Maintenance,M3=Preventive Maintenance,PTW=Permit to Work
2. There is no CAP on penalty. Incentive capped at 2%. Safety penalties are over and above the above performance penalties.
3. Loss in production that is accounted to fault of the contractor shall be penalized separately as per contract clause.
4. CSM clause is applicable as per Tata Power Standard.