

ANNEXURE-IV

SERVICE LEVEL AGREEMENT (SLA) LOT-1 – SOFTWARE (EDA TOOLS) Five (05) Year Support & Maintenance Agreement

1. Objective

This Service Level Agreement (SLA) establishes the minimum service levels, support commitments, maintenance obligations, response timelines, performance standards, and reporting requirements for all Electronic Design Automation (EDA) software supplied under Lot-1 of the National Semiconductor Human Resource Development Program (NSHRDP).

The objective of this SLA is to ensure uninterrupted access to industry-standard semiconductor design tools for teaching, research, and professional training throughout the contract period.

2. Contract Duration

The SLA shall remain valid for five (05) years from the date of Final Acceptance Certificate (FAC) or until expiry of the software subscription licenses, whichever is later.

3. Scope of Services

The Vendor shall provide comprehensive support covering:

- Complete EDA software suite
- Floating/network licensing
- License server management
- Remote access services
- Software installation
- Version upgrades
- Technical support
- Performance optimization
- License compliance monitoring
- Bug fixes
- Knowledge transfer
- Documentation

4. Service Availability

The Vendor shall ensure the following minimum service availability:

Service	Minimum Availability
License Server	99.90%
EDA Applications	99.50%
Helpdesk Portal	99.00%

5. Helpdesk Services

The Vendor shall maintain a centralized support facility throughout the contract period offering:

- 24×7 Helpdesk
- Support email and Whatsapp group
- Telephone support
- Remote desktop assistance

- Microsoft Teams/Zoom support
- Emergency escalation contact

6. Incident Priority Matrix

Priority	Example	Response	Resolution
Critical	License server failure, complete outage	60 Minutes	2 Business Days (Remote), 3 Business Days (Onsite if required)
High	Major software malfunction	2 Hours	4 Business Days
Medium	Configuration issue	4 Hours	5 Business Days
Low	User assistance/documentation	1 Business Day	6 Business Days

7. Software Maintenance

The Vendor shall provide, without additional cost:

- Major software releases
- Minor updates
- OEM bug fixes
- Performance improvements
- Compatibility updates
- Technology node updates (where applicable)

8. License Management

The Vendor shall:

- Maintain uninterrupted licensing
- Optimize concurrent user allocation
- Coordinate renewals
- Ensure uninterrupted training operations

9. OEM's Portal Access

The Vendor shall be responsible to give OEM's portal access to the users in order to comply with below:

- New software features
- Updated workflows
- Troubleshooting
- Best practices

10. Escalation Procedure

Level-1 Support Engineer

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Level-2 Senior Engineer

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Level-3 Product Specialist

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Level-4 OEM Support

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Level-5 Project Director

11. Vendor Responsibilities

The Vendor shall:

- Maintain software availability
- Resolve reported issues
- Coordinate with OEMs
- Maintain licenses
- Apply updates

15. Performance Measurement

The Vendor shall maintain:

- 99.5% Software Availability
- 95% SLA Compliance
- 90% Customer Satisfaction

16. Service Credits

Failure to achieve SLA targets may result in service credits or penalties as defined in the Contract Agreement.