

ANNEXURE-IV SERVICE LEVEL AGREEMENT (SLA) LOT-1 – SOFTWARE (EDA TOOLS)

Page 109

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.

1. 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.