

Supply, Installation and Support of Network Hardware Security Module (HSM) for implementation of Data Exchange Module (DEM) Software as per NPCI guidelines at DR site (Ref: CO: ITD: PROC: 1474/R1:2018-19 Dated 18.02.2019)

Amendments

Sl No	RFP Point No./Title	Page No in RFP	Details Provided in RFP	Response to Query / Remarks from Bank
1.	VIII) SCOPE OF PROJECT Delivery schedule	7	The Delivery and installation of Network HSM should be made within Four (4) weeks from the date of acceptance of purchase order. On delivery the Program Manager / Account Manager of successful bidder is expected to contact the respective in-charge, plan the installation in coordination with Indian Bank team and should complete the installation within the schedule.	The Delivery and installation of Network HSM should be made within Six (6) weeks from the date of acceptance of purchase order. On delivery the Program Manager / Account Manager of successful bidder is expected to contact the respective in-charge, plan the installation in coordination with Indian Bank team and should complete the installation within the schedule.
2.	XVII) MAINTENANCE	10	During Warranty/AMC the Supplier should respond to call logged and commence repair work within 2 hours. If The problem is not sorted out within next 6 hours penalty @ Rs.2,000 for every additional two hours or part thereof will be levied from the successful bidder (i.e. after 8 hours from time of logging call) and the accumulated penalty will need to be paid to the bank by successful bidder before the expiry of the warranty.	During Warranty/AMC the Supplier should respond to call logged and commence repair work within 2 hours. If The problem is not sorted out within next 6 hours penalty @ Rs.2,000 for every additional two hours or part thereof will be levied from the successful bidder (i.e. after 8 hours from time of logging call) and the accumulated penalty will need to be paid to the bank by successful bidder before the expiry of the warranty. The total penalty will not exceed 30 % of cost of hardware during the contract period.

