

Date: 06.12.2021

ADDENDUM - 2

to

REQUEST FOR PROPOSAL (RFP)

for

Procurement and Implementation of Internal and External Firewalls at Head Office (HO) and Corporate Office (CO)

Ref: CO/ITD/1999/R1/2021-22 Date: 02/11/2021

INFORMATION TECHNOLOGY DEPARTMENT, INDIAN BANK, CORPORATE OFFICE, 254-260, AVVAI SHANMUGAM SALAI, ROYAPETTAH, CHENNAI – 60001



Addendum dated 06/12/2021 to RFP Ref: CO/ITD/1999/R1/2021-22 dated 02/11/2021

The following amendment to the above RFP is incorporated on 06.12.2021 which is apart from amendment published on 29.11.2021.

A. General Queries

S.No.		RFP C	lause	Query Raised		Amendment/ Cla	arification	
1	SECTI	ON III, Page. No. 31, Po	int No. 10 &	There is no capping of	AMEN	DMENT:		
	Anne	kure – VII, Page No. 76		the penalty for non- adherence to the SLA	Penalty	on non-adherence to SLAs		
	"Serv	ice Level Agreement (S	LA) "		A) Penalty for Solution uptime			
	Penal	ty on non-adherence to	SLAs	Request Bank to	-	the term of the contract, the superfect working order & condi	oplier will ensure that appliance tion and performance of the	
	A) Penalty for Solution uptime			clarify if – The max. penalty which can be	ications for this purpose is as			
				deducted is capped at	of the yearly			
				10% of the yearly subscription value.				
						Level of uptime per		
					S. No.	month after making it	Penalty Charges	
		Level of uptime			NO.	in production		
	S.	per month after	Penalty Charges		1	99.90% and Above	NIL	
	No.	making it in			2	98.00% and above but	1% of Subscription for	
		production				below 99.90	one year for the solution.	
	1	99.90% and	NIL		3	98.00% and above but	3% of Subscription for	
		Above				below 95.00%	one year for the solution.	
	2	98.00% and	1% of Subscription for		4	95.00% and above but	5% of Subscription for	
		above but below	one year for the			below 90.00%	one year for the solution.	
		99.90	solution.		5	Below 90.00%	10% of Subscription for	
	3	98.00% and	3% of Subscription for				one year for the solution.	
		above but below	one year for the		Penalty	r, if any, shall be debited from the second se	ne subsequent payments on 4 th	



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	95.00%	solution.		1	th years payable to the vend	or with maximum capping of the	
4	95.00% and	5% of Subscription for		penalt	y of 10% of the yearly AMC/A	TS on Quarterly basis.	
	above but below	one year for the		-			
	90.00%	solution.					
5	Below 90.00%	10% of Subscription					
		for one year for the					
		solution.					
Pena	lty, if any, shall be de	pited from the subsequent					
payn	nents to be paid to the v	endor.					
SECT	ION III, Page. No. 31, Po	int No. 10 &	NA	AMEN	IDMENT:		
Anne	exure – VII, Page No. 76			Penalt	y on non-adherence to SLAs		
"Serv	vice Level Agreement (SI	A) "		A) Penalty for Solution uptime			
Pena	Ity on non-adherence to	SLAs		During the term of the contract, the supplier will ensure that appliance			
A) Pe	enalty for Solution uptim	e			, o	ndition and performance of the pplications for this purpose is as	
	•	act, the supplier will ensure		under	:		
that	appliance is in perfect	working order & condition			Level of uptime per		
	and performance of the appliances and related software/applications for this purpose is as under:			S. No.	Quarter after making it in production	Penalty Charges	
				1	99.90% and Above	NIL	
	Level of uptime			2	98.00% and above but	1% of Subscription for one	
S.	per month after	Penalty Charges			below 99.90	year for the solution.	
No.	making it in			3	98.00% and above but	3% of Subscription for one	
-	production	NITI			below 95.00%	year for the solution.	
1	99.90% and	NIL		4	95.00% and above but	5% of Subscription for one	
11	Above			1	below 90.00%		
2	00.000/ 224	10/ of Subcomination for			Delow 90.00%	year for the solution.	
2	98.00% and above but below	1% of Subscription for one year for the		5	Below 90.00%	year for the solution. 10% of Subscription for one	



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	99.90	solution.	
3	98.00% and	3% of Subscription for	
	above but below	one year for the	
	95.00%	solution.	
4	95.00% and	5% of Subscription for	
	above but below	one year for the	
	90.00%	solution.	
5	Below 90.00%	10% of Subscription	
		for one year for the	
		solution.	
Penalty, if any, shall be debited from the subsequence			
payments to be paid to the vendor.			

Penalty, if any, shall be debited from the subsequent payments on 4th and 5th years payable to the vendor with maximum capping of the penalty of 10% of the yearly AMC/ATS on Quarterly basis.