



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 Clause	Query Raised	Amendment/ Clarification																														
1	<p><b>SECTION III, Page. No. 31, Point No. 10 &amp; Annexure – VII, Page No. 76</b></p> <p><b>“Service Level Agreement (SLA) “</b></p> <p>Penalty on non-adherence to SLAs</p> <p>A) Penalty for Solution uptime</p> <p>During the term of the contract, the supplier will ensure that appliance is in perfect working order &amp; condition and performance of the appliances and related software/applications for this purpose is as under:</p> <table border="1"> <thead> <tr> <th>S. No.</th> <th>Level of uptime per month after making it in production</th> <th>Penalty Charges</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>99.90% and Above</td> <td>NIL</td> </tr> <tr> <td>2</td> <td>98.00% and above but below 99.90</td> <td>1% of Subscription for one year for the solution.</td> </tr> <tr> <td>3</td> <td>98.00% and above but below</td> <td>3% of Subscription for one year for the</td> </tr> </tbody> </table>	S. No.	Level of uptime per month after making it in production	Penalty Charges	1	99.90% and Above	NIL	2	98.00% and above but below 99.90	1% of Subscription for one year for the solution.	3	98.00% and above but below	3% of Subscription for one year for the	<p>There is no capping of the penalty for non-adherence to the SLA</p> <p>Request Bank to clarify if – The max. penalty which can be deducted is capped at 10% of the yearly subscription value.</p>	<p><b><u>AMENDMENT:</u></b></p> <p>Penalty on non-adherence to SLAs</p> <p>A) Penalty for Solution uptime</p> <p>During the term of the contract, the supplier will ensure that appliance is in perfect working order &amp; condition and performance of the appliances and related software/applications for this purpose is as under:</p> <table border="1"> <thead> <tr> <th>S. No.</th> <th>Level of uptime per month after making it in production</th> <th>Penalty Charges</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>99.90% and Above</td> <td>NIL</td> </tr> <tr> <td>2</td> <td>98.00% and above but below 99.90</td> <td>1% of Subscription for one year for the solution.</td> </tr> <tr> <td>3</td> <td>98.00% and above but below 95.00%</td> <td>3% of Subscription for one year for the solution.</td> </tr> <tr> <td>4</td> <td>95.00% and above but below 90.00%</td> <td>5% of Subscription for one year for the solution.</td> </tr> <tr> <td>5</td> <td>Below 90.00%</td> <td>10% of Subscription for one year for the solution.</td> </tr> </tbody> </table> <p>Penalty, if any, shall be debited from the subsequent payments on 4<sup>th</sup></p>	S. No.	Level of uptime per month after making it in production	Penalty Charges	1	99.90% and Above	NIL	2	98.00% and above but below 99.90	1% of Subscription for one year for the solution.	3	98.00% and above but below 95.00%	3% of Subscription for one year for the solution.	4	95.00% and above but below 90.00%	5% of Subscription for one year for the solution.	5	Below 90.00%	10% of Subscription for one year for the solution.
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