



Addendum No 1 to RFP Ref: KaGB/Project Office/RFP/04/2024-25 dated 07.02.2025 for “SELECTION OF SERVICE PROVIDER FOR PROVIDING CBS & ALLIED APPLICATION SERVICES”

It has been mentioned in Page No.31 of the RFP under clause 6. **Penalty/LD** as Sl No. 6 that the successful Bidder must ensure that all the tickets related to any incidents or tickets raised in ITSM tool must be resolved and closed within the resolution timelines defined in “Priority of Incidents” under section C.

However, the same was omitted to furnish in Section C. In this Addendum, we are furnishing the omitted part as point No. 7.4, as shown hereunder.

To be read as a new Point under Section C, immediately after point 7.3 of RFP page No. 34:-

7.4 SLA for Tickets

Incident Type & Criticality	Response Time	Resolution Time	Penalty in ₹, Excl of GST, if the Resolution time exceeds beyond the specified time limit				
Priority 1 - Critical Threat/ Severe Incident	5	15	15 Min -60 Min	1 Hr to 6 Hrs	6 Hr to 12 Hrs	12 Hrs to 24 Hrs	More than 24 Hrs
SLA Penalty			5000 per 10 minutes	5000 per 5 minutes	5000 per 3 minutes	5000 per 2 minutes	5000 per minute
Priority 2 - Significant incident	20	40	40 Min - 2 Hrs	2 Hrs to 12 Hrs	12 Hrs to 24 Hrs	More than 24 Hrs	
SLA Penalty			1000 per 10 minute	1500 per 10 minute	2000 per 10 minute	3000 per 10 minute	
Priority 3 / Limited Incident	60	120	2 Hrs to 12 Hrs	12 Hrs to 24 Hrs	24 Hrs to 48 Hrs	More than 48 Hrs	
SLA Penalty			100 per 10 minute	200 per 10 minute	300 per 10 minute	500 per 10 minute	

All the other instructions and terms & conditions of the above RFP remain unchanged.
Please take note of the above amendments while submitting your response to the subject RFP.

Date: 09-04-2025 **Sd/-**
General Manager