NABFINS Limited

Addendum No.1   Dated: 23/07/2024

Tender No. NABFINS/RFP/004/2024-25
Dated 04.07.2024

Request for Proposal
For

Selection of vendor for supply, implementation, maintenance, and management of Core Micro-Finance solution on Cloud

NABFINS Limited,
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Bengaluru, Karnataka 560 070

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Introduction

NABFINS has published the RFP vide tender No. NABFINS/RFP/004/2024-25 dated 04.07.2024 for Selection of vendor for supply, implementation, maintenance, and management of Core Micro-Finance solution on Cloud.

Following amendments have been made in the above stated RFP. All other terms and conditions of the RFP shall remain unchanged. Please treat this Addendum as an integral part of the RFP documents issued.

Addendum-1 for Selection of vendor for supply, implementation, maintenance, and management of Core Micro-Finance solution on Cloud
With reference to the aforesaid RFP, all are advised to note following:

Section 1: Modification in RFP Dates

S.No.	Pg.	RFP Section	Original Date	Revised Date
1.	11	**Section 2: Key information** Bid submission last date and time	26th July 2024 3:00 PM	2nd August 2024 3:00 PM
2.	11	**Section 2: Key information** Eligibility cum Technical bid opening date and time	26th July 2024 3:30 PM	2nd August 2024 3:30 PM

Section 2: Modification in RFP Clauses

S.No	Pg.	RFP Section	Original Clause	Revised Clause
1	18	Section 5 Eligibility Criteria, Point 12	Eligibility Criteria: The Proposed Solution for Aadhaar Data Vault should have been implemented by at least 1 Public Sector BFSI company in India. Supporting Document: 1. Copy of 'Contract/Purchase order' 2. Confirmation/credential/email from client on having executed the PO to satisfaction. 3. Self-undertaking from Bidder for compliance of Make in India	Eligibility Criteria: The Proposed Solution for Aadhaar Data Vault should have been implemented by at least 1 BFSI company in India or regulatory/statutory body in India Supporting Document: 1. Copy of 'Contract/Purchase order' 2. Confirmation/credential/email from client on having executed the PO to satisfaction. 3. Self-undertaking from Bidder for compliance of Make in India
2	18	Section 5 Eligibility Criteria, Point 13	Eligibility Criteria: The Proposed Solution for Application Performance management should have been implemented by at least 1 Public Sector BFSI company in India. Supporting Document: 1. Copy of 'Contract/Purchase order' 2. Confirmation/credential/email from client on having executed the PO to satisfaction. 3. Self-undertaking from Bidder for compliance of Make in India	Eligibility Criteria: The Proposed Solution for Application Performance management should have been deployed in at least 1 BFSI company in India or regulatory/statutory body in India Supporting Document: 1. Copy of 'Contract/Purchase order' 2. Confirmation/credential/email from client on having executed the PO to satisfaction. 3. Self-undertaking from Bidder for compliance of Make in India
3	21	Section 6.1 Detailed Scope of Work, Point u	The proposed application(s) version whether subscription or licensed should not become End of Support for the entire contract duration.	The proposed application(s) version should not become End of Support for the entire contract duration.
4	26	Section 6.1.1 Functional Requirements, Part A – Core MFI Solution, Point e	The proposed solution shall be proposed on subscription model, the licenses shall be supplied in the name of NABFINS and shall be deployed on a dedicated instance (Dedicated Logical Infrastructure) for NABFINS.	The proposed solution shall be proposed on subscription model in the name of NABFINS and shall be deployed on a dedicated instance (Dedicated Logical Infrastructure) for NABFINS.

S.No	Pg.	RFP Section	Original Clause	Revised Clause
5	59	Section 6.1.10 Other In-Scope Services, Part a. Additional software/tools, Point i. Application Performance Monitoring, Subpoint a	To monitor & manage the application performance, bidder should provide an Application Performance Management solution. APM license should be in the name of NABFINS.	To monitor & manage the application performance, bidder should deploy an Application Performance Management solution.
6	59	Section 6.1.10 Other In-Scope Services, Part a. Additional software/tools, Point i. Application Performance Monitoring, Subpoint b	Bidder to provide software licenses of APM with comprehensive warranty for 1 year post Go-live and thereafter ATS/Subscription cost for the remaining contract duration.	The clause stands deleted
7	59	Section 6.1.10 Other In-Scope Services, Part a. Additional software/tools, Point i. Application Performance Monitoring, Subpoint d	The licenses shall be supplied in the name of NABFINS and shall be deployed on a dedicated instance (Dedicated Logical Infrastructure) for NABFINS	The software shall be deployed on a dedicated instance (Dedicated Logical Infrastructure) for NABFINS
8	63	Section 6.1.10, Other In-Scope Services, Point - d. DR Setup, Subpoint - iv	To ensure proper rollback, bidder has to ensure that the old setup at all the locations is as-is as per the agreed timelines during migration strategy formulation.	The clause stands deleted
9	65	Section 7 Payment Terms		Please refer section 3 for Revised Payment Terms
10	69	Section 8 - Terms and Conditions, Subsection 8.5 – Right to Alter Requirements	The bidder agrees that NABFINS has +/-25% limit on the additions or deletions on the items for the period of the contract. Further the bidder agrees that the prices quoted by the bidder would be adjusted on pro-rata basis with such additions or deletions in quantities.	The bidder agrees that NABFINS has +/-10% limit on the additions or deletions on the items for the period of the contract. Further the bidder agrees that the prices quoted by the bidder would be adjusted on pro-rata basis with such additions or deletions in quantities.
11	77	Section 8 - Terms and Conditions, Subsection 8.23 – Contract Period	The average of percentage rate applied by the bidder to arrive at ATS/subscription cost, mentioned in commercial bid, for support period respectively will be applicable to avail renewed services by the NABFINS in subsequent years after the contract period	The average percentage increase of ATS/subscription cost, mentioned in commercial bid, for support period will be applicable to avail renewed services by the NABFINS in subsequent years after the contract period (Extended period) for the implemented solution.

S.No	Pg.	RFP Section	Original Clause	Revised Clause
			(Extended period) for the implemented solution.	
12	105	Section 12 – Service Levels & Penalties		Please refer section 4 for Revised Service Levels & Penalties
13	118	Appendix-1A: Functional Specifications, Loan Accounting, Point 57	The System should allow the users to define the input the parameters also system should extract relevant data from Core system for performing the ECL analysis as per latest IFRS and IndAS standards	The requirement stands deleted
14	118	Appendix-1A: Functional Specifications, Loan Accounting, Point 58	The System should perform the data cleansing as required before feeding the data into the ECL engine	The requirement stands deleted
15	118	Appendix-1A: Functional Specifications, Point 59 GSTN requirements, Subpoint h	Accounting – GSTN requirement - Direct Interface to GST Solution as and when implemented by Government	The requirement stands deleted
16	118	Appendix-1A: Functional Specifications, Point 59, Loan Accounting, Part A - Statutory Reporting System, Subpoint - 4	The Integrated Solution should be able to generate financial statements under IFRS and Indian GAAP seamlessly at any point of time with detailed reconciliation between the two as reconciled through the Integrated Solution.	The requirement stands deleted
17	118	Appendix-1A: Functional Specifications, Loan Accounting, Point 59, Part d - Accounting Reports, Subpoint - 6	System to generate financial statements along with notes to financial statements as per GAAP (Generally Accepted Accounting principles) and IFRS (Indian Financial Reporting Standards).	The requirement stands deleted
18	118	Appendix-1A: Functional Specifications, Loan Accounting, Point 60 Account Master Configuration, subpoint - a	The Accounting system should support IND AS standard accounting system	The requirement stands deleted
19	119	Appendix- 1B: Technical Specifications, APM Sheet, Point 42	Agentless Installation - ability to rapidly deploy and eliminate risk on production database server	Installation - ability to rapidly deploy and eliminate risk on production database server
20	120	Appendix 2: Commercial Bill of Material		Attached separately with the Addendum

Section 3: Revised Payment Terms

The terms of the contract will be as defined in the Section 8, 9 and 10. The Bidder must accept the payment terms proposed by NABFINS as proposed in this section.

The scope of work is divided in different areas and the payment would be linked to delivery and acceptance. All/any payments will be made subject to LD / penalty / compliance of Service Levels defined in the RFP document.

Procedure for claiming payments:

The Bidder's requests for payment shall be made to NABFINS in writing accompanied by an Original Invoice detailing the systems, software delivered, installed, and accepted by NABFINS.

The invoices and other documents are to be duly authenticated by Bidder.

On receiving each payment, the bidder shall submit a stamped receipt for the payment received including TDS. The payment after deducting applicable TDS will be released by NABFINS. All payments will be made only by electronic transfer of funds either by NEFT or RTGS. The Bidder therefore has to furnish NABFINS account number to where the funds have to be transferred to effect payments.

Payments as per the schedule given below will be released only on acceptance of the order and on signing the agreement/contract by the selected bidder and also on submission of performance guarantee through Bank Guarantee as per Annexure 12 provided in the RFP.

**For all applications & infrastructure, Bidder is required to factor in appropriate cost of migration, installation and implementation. Bidder to ensure application support is available for all components of applications & infrastructure. This activity is a part of Implementation, and no additional cost shall be paid by NABFINS over and above the price quoted by the Bidder in the Bill of Material.

Note: Successful Completion refers to the sign off from NABFINS

NABFINS shall pay each undisputed invoice raised in accordance with this RFP and subsequent agreement, within thirty (30) Days after its receipt unless otherwise mutually agreed in writing, provided that such invoice is dated after such amount have become due and payable under this RFP and subsequent agreement.

Any objection / dispute to the amounts invoiced in the bill or any other component of the bill shall be raised by NABFINS within 15 days of the date of receipt of the invoice. Only in exceptional circumstances will NABFINS raise a dispute beyond 15 days. The Bidder is required to provide clarification on the disputes within 15 days of the dispute being highlighted by NABFINS. In case of Disagreement/dispute between NABFINS and the bidder exists even after receiving the clarifications such disputed can be dealt as per contract provisions.

Upon settlement of disputes with respect to any disputed invoice(s), NABFINS will make payment within thirty (30) Days of the settlement of such disputes.

All out of pocket expenses, traveling, boarding and lodging expenses for the entire Term of this RFP and subsequent agreement is included in the amounts and the Bidder shall not be entitled to charge any additional costs on account of any items or services or by way of any out-of-pocket expenses, including travel, boarding and lodging etc.

The price would be inclusive of all applicable taxes under the Indian law like customs duty, freight, forwarding, insurance, delivery, etc. but exclusive of only applicable GST, which shall be paid / reimbursed on actual basis on production of bills with GSTIN. Any increase in GST will be paid in actuals by NABFINS or any new tax introduced by the government will also be paid by NABFINS. The entire benefits / advantages, arising out of fall in prices, taxes, duties or any other reason, must be passed on to NABFINS. The price quoted by the bidder should not change due to exchange rate fluctuations, inflation, market conditions, increase in custom duty. NABFINS will not pay any out-of-pocket expense.

S. No	Deliverable/Item	Stage/Milestones	% of Payment
1.	**Subscription Cost for Core MFI and APM solution**	Subscription cost would be paid monthly in arrears post complete Go-Live of system	Monthly in arrears, Post review of the submitted Invoice and documentation relevant to the calculation. Cost shall be payable post Go-live of the respective solution.
2.	**Solution License Cost for ADV**	Delivery of licenses and submission of invoice with Proof of Delivery and other documents of the supplied solution.	75%
		System Requirement study document including, but not limited to, the Business requirement, technical requirement, architecture requirement, data flow, data security, integration etc. Signoff by NABFINS (complete)	5%
		UAT Signoff by NABFINS (of the solution)	10%
		Go-live of entire solution	10%
3.	**Cloud Infrastructure Cost**	Maintenance cost of Cloud including provisioning & installation cost of Cloud infrastructure at all proposed sites (primary & secondary site) and environments (including non-production as well)	Monthly in Arrears, Post Go-live of entire solution
4.	**Solution Implementation Cost** (Solution Implementation cost including the cost of all development, integrations, parameterization, customization, updates, upgrades, training NABFINS & their appointed agents/ officials and other scope requirements)	System Requirement study (SRS) document including, but not limited to, the Business requirement, technical requirement, architecture requirement, data flow, data security, integration etc. Signoff by NABFINS *Documents are to be submitted only post discussion and post incorporation of NABFINS requirement (in FULL). Delivery shall be considered only of the document version approved by NABFINS.*	25%

S. No	Deliverable/Item	Stage/Milestones	% of Payment
		Data Migration signoff by NABFINS	15%
		Successful completion of entire UAT Cycle and signoff by NABFINS	30%
		Successful Go-live of the proposed applications	20%
		Stabilization of application meeting the SLAs defined (three months post Go-Live)	10%
5.	**Operations & Maintenance (O&M) Cost**	Payment shall be made Monthly in arrears *Penalties & LDs shall be duly adjusted from the payment.* *Failure to submit the SLA report by bidder should provide the discretion to hold the O&M Payment for that month till the valid justification for the delay is provided.*	Monthly in Arrears
6.	Fintech Cost	Services if availed from bidder proposed FINTECH service provider (at the discretion of NABFINS)	Pay per use Monthly in Arrears
7.	Other Cost	Will be paid in arrears on Completion of respective services.	In arrears post completion and acceptance by NABFINS
8.	ATS/AMC of ADV		ATS and AMC annually in advance.

Section 4: Revised Service Levels & Penalties

System availability is defined as:

{(Scheduled operation time – system downtime) / (scheduled operation time)} * 100%

Where:

"Scheduled operation time" means the scheduled operating hours of the System for the month. All planned downtime on the system would be deducted from the total operation time for the month to give the scheduled operation time.

"System downtime" subject to the SLA, means accumulated time during which the System is not available to NABFINS's users or customers due to in-scope system or infrastructure failure, and measured from the time NABFINS and/or its customers log a call with Bidder help desk of the failure or the failure is known to Bidder from the availability measurement tools to the time when the System is returned to proper operation. Any denial of service to NABFINS users and NABFINS customers would also account as "System downtime" for the reason solely attributable to the bidder.

Bidder has to create a helpdesk and bring the required tool/service to capture the ticket online, the incident logging should be done in the system by the helpdesk team

The business hours are 6 AM to 10 PM on any calendar day where any of the NABFINS's branch is operational. Bidder however, recognizes the fact that the branches will require to work beyond the business hours and holidays on need basis. Bidder to ensure bidder and bidder's appointed agencies are meeting the requirement stated in the RFP as well are available on as per the requirement of NABFINS on any working day (as per NABFINS working days and hours).

Critical and Key infrastructure and solution of primary and secondary Site will be supported on 24x7 basis.

Uptime will be computed based on availability of the application to NABFINS's users irrespective of availability of server's (VMs) individual server/clusters. Also, non-compliance with performance parameters for business, network and environmental infrastructure and system / service degradation will be considered for downtime calculation.

Uptime Rules

1. The downtime calculation starts from the time of hardware/ software failure leading to denial of service.
2. The preventive or scheduled maintenance done without affecting the functioning of branches and delivery channels is not considered as downtime.

Bidder should ensure that there are no replication overheads that may hamper the performance of the systems.

The proposed solution must satisfy the performance requirements of the RFP. Service Levels should be complied with irrespective of the customizations that the applications would undergo during the tenor of the Contract.

Typical Resolution time will be applicable if systems are not available to NABFINS's users and customers and there is a denial of service.

Average Uptime will be computed based on the availability of the applications & IT Infrastructure to NABFINSs' users. Also, non-compliance with performance parameters for business and environment infrastructure & system/service degradation to the extent where applications are not available will be considered for downtime calculation.

The average uptime will be computed across all the servers in a cluster rather than on individual servers/clusters.

At primary and secondary, Bidder shall provide onsite assistance within response resolution window.

Bidder is required to monitor and manage all interfaces for the uptime and performance requirement of the interfaces.

The logic for imposition of SLA in the tool(s) will be defined by NABFINS and also, the admin rights will reside with NABFINS.

Bidder to note that the networking & other infrastructure provisions within the CSP premises should not impose any restrictions on the solution's performance and availability during the entire contract duration. It is the responsibility of the bidder to rectify the same at no additional cost to NABFINS.

Any performance issues attributable to the bidder's proposed solution (application, infrastructure and other ancillary component) shall be resolved within the timelines defined in the below table at no additional cost to NABFINS. If any upgrade of application/infrastructure is required same is to be provisioned by bidder at no additional cost to NABFINS.

Typically, resolution time will be applicable if application (any module/functionality), equipment or infrastructure is down.

Incident shall be considered when the issue has occurred and not from the time it has been reported.

Level Classifications

Level	Classifications	Typical Response & Resolution Time
Critical	No user can access the Business and environmental infrastructure system. or; Any problem due to which 100 or more users/ 10 branches or more cannot access the Business systems/Module/functionality. Or Day-end, Month-end, Quarter end, half year-end and Annual Closure shall be completed within the defined timelines, any breach of timelines shall be considered as critical level incident. Or Backup and restoration success rate shall be 100% and failure to	**During business hours** – Response Time: Within 15 minutes Resolution Time: Within 60 Min **Non - business hours** – Response Time: Within 30 minutes Resolution Time: Within 2 hours or earlier. In case Business hours begins then as per business hours

Level	Classifications	Typical Response & Resolution Time
	achieve the same shall be considered as critical level incident. Or Due to customization, if inappropriate logic is applied by bidder resulting malfunctioning in any application/software shall be considered as critical level incident. Or The bidder shall ensure that all modifications, enhancements, customization reported by NABFINS will be duly sized, agreed with NABFINS and resolved as per the agreed timeframes. If the same is breached, it shall be considered as critical level incident. Or Non-adherence to delivery of RCA Reports for issues/gaps/bugs within periodicity defined in the RFP shall be considered as critical incident Or Failure of any of the co-existent hardware/software component due to which the solution is not functioning.	
Key	Any problem due to which 10 to 99 users/ 3-9 branches cannot access the Business and environmental systems/Module/functionality. Or Any system performance issues highlighted by NABFINS like slowness/limitation in performing the day-to-day obligations at branches/offices/fields etc. (RCA has to be submitted by bidder within the defined time) Or Any incident which is classified as "Critical" for which an acceptable (by NABFINS) workaround has been provided **Or** Latest stable version of Patches/updates /service Pack /bug & defects fixes / firmware /etc. should be applied on the	**During business hours** – Response Time: Within 15 minutes Resolution Time: Within 120 minutes **Non-business hours** – Response Time: Within 30 minutes Resolution Time: Within 4 hours or earlier. In case Business hours begins then as per business hours

Level	Classifications	Typical Response & Resolution Time
	device/server /application as per the patch management process mutually agreed between bidder and NABFINS and failure to comply with the clause would be considered a key level issue. **Or** Service level and other reports (as required by NABFINS) to be submitted within 7 days (Report should be system generated with minimal or no human intervention) at the beginning of the month, any failure in submitted shall be considered as an incident.	
Significant	All other residuary business infrastructure not defined in "Critical" and "Key" Or Any incident which is classified as "Key" for which an acceptable (by NABFINS) workaround has been provided Any problem due to which 1 to 9 users/ 1-2 branches cannot access the systems/Module/functionality.	**During business hours** – Response Time: Within 30 minutes Resolution Time: Within 6 hours.

Service Levels

Service Levels will include Availability measurements and Performance measurements parameters.

Bidder shall provide Availability Report on monthly and quarterly basis and a review shall be conducted based on this report. A monthly report (System generated) shall be provided to NABFINS at the end of every month containing the summary of all incidents reported and associated Bidder performance measurement for that period. Dashboard shall be provided to NABFINS for monitoring the uptime/availability/utilization/other SLA parameters and downloading the report (on need basis) for the entire contract durations

Performance measurements would be accessed through audits or reports (System generated), as appropriate to be provided by Bidder e.g. utilization reports, response time measurements reports, etc.

Monthly Maintenance Cost = (Total Cloud infrastructure Cost + Total AMC of Infrastructure+ Total ATS of Software Licenses+ Total Subscription Cost + Total O&M Cost)/(Support Period in years*12)

Availability Measurements

Level	Type of Infrastructure	Measurement	Minimum Service Level	Measurement Tools	Penalty
Proposed Solution (all modules and functionalities)	Business Infrastructure & Systems	Availability of proposed solution, System Infrastructure Elements & Systems including Interfaces with other channels/Techs	99.5%	Availability measurement tools	For every 0.1% or part thereof drop in service levels penalty will be 1% of the Monthly maintenance cost The Calculation of penalty will happen based on monthly performance data as received
Response time of the solution within the datacenter	End to end application response time (including the processing, querying and response)	<500 ms	100%	Response time measurement tools	For every 1% or part thereof drop in service levels penalty will be 1% of the Monthly maintenance cost The Calculation of penalty will happen based monthly performance data as received

- Each planned downtime for application, database, and operating system servicing (up gradation, bug fixing, patch uploads, housekeeping and regular maintenance etc.) should not be more than 4 hours. This activity should not be carried out during business hours.
- Availability Service Level will be measured on a monthly basis.
- The Bidder's performance to Availability Service Levels will be assessed against Minimum Service Level requirements on a monthly basis for each criterion mentioned in the Availability measurement table.
- An Availability Service Level Default will occur when: The Bidder fails to meet Minimum Service Levels, as measured monthly, for a particular Service Level.
- Bidder shall ensure that access of the required tools would be provided to NABFINS officials to have a real time view of availability parameters and generate report on need basis without bidder's intervention. The Report should clearly be mapped/configured with the SLAs as defined in the RFP.

The mechanism for monitoring the SLA would need to be proposed by the System Integrator and agreed by NABFINS.

Performance Measurements

Performance Measurements will be done monthly or as required by NABFINS.

Type of Infrastructure	Measurement	Minimum Service Level	Measurement Tools	Penalty
Hardware Utilization	The daily peak utilization of CPU RAM, NIC, Hard disk etc. of the specific VMs (at both primary & secondary site) exceeds 75% at any given point of time. Incident would be considered if the utilization is above the threshold for continuous 5 min. Or more than 3 threshold breach in a day	100%	Cloud Service provider utilization monitoring tool (EMS Tool)	If the count of incidents is less than 3 in a month: for every incident, Penalty of 1% of the Monthly Maintenance Cost. If more than 3 times in a month: Bidder will be responsible for replacing/augmenting the infrastructure at no additional cost to NABFINS within 2 weeks of exceeding the thresholds. Incase bidder fails to augment the infrastructure within 2 weeks, penalty of 2% of Monthly Maintenance Cost will be levied for every week of delay or part thereof.
Storage Utilization	If the daily peak utilization level exceeds 85% at any given point of time and such incidents occur for more than 3 times in a month. Incident would be considered if the utilization is above the threshold for continuous 5 min. Or more than 3 threshold breach in a day	100%	Cloud Service provider utilization monitoring tool (EMS Tool)	If the count of incidents is less than 3 in a month: for every incident, Penalty of 1% of the Monthly Maintenance Cost. If more than 3 times in a month: Bidder will be responsible for replacing/augmenting the infrastructure at no additional cost to NABFINS within 2 weeks of exceeding the thresholds. Incase bidder fails to augment the infrastructure within 2 weeks, penalty of 2% of Monthly Maintenance Cost will be levied for every week of

Type of Infrastructure	Measurement	Minimum Service Level	Measurement Tools	Penalty
				delay or part thereof.
Disaster Recovery Instance Availability	Business operations to resume from Disaster Recovery Site within the defined time as per RTO and RPO RTO-90 Min RPO- 10 Min (Near real time)	100% (Instance Wise)	Report and Tool access	INR 10,000 for every 10 Minutes of delay above defined RPO and RTO

Incident Management (Tools from CSP for ticket logging)

Services	Description	Calculation	Periodicity	MSL	Penalty
Incident logging	Bidder shall ensure that all incidents reported by the users / testing team shall be duly logged and assigned to teams with a unique ID for reference purposes. Users shall be informed about the reference ID maximum within 30 minutes from recording the complaint	Manually through various communication channels	Monthly	100%	Penalty of INR 2,500 will be levied for every 30 minutes delay or part thereof

Services	Description	Calculation	Periodicity	MSL	Penalty
Incident resolution within targets	This Service Level measures the number of all category calls/ incidents per month that get resolved within the response time & resolution time defined divided by the total number of calls that get logged	Call Tickets per month responded and resolved within the timelines divided by the total number of call tickets per month	Monthly	Critical: 100%	**Business hours-** For every 0.5% drop in service level or part thereof, Penalty shall be 0.5% of the monthly maintenance Cost **Non-Business Hours** For every 1% drop in service level or part thereof, Penalty shall be 0.5% of the monthly maintenance Cost
				Key: 100%	**Business hours-** For every 0.5% drop in service level or part thereof, Penalty shall be 0.25% of the monthly maintenance Cost. **Non-Business Hours** For every 1% drop in service level or part thereof, Penalty shall be 0.25% of the monthly maintenance Cost
				Significant: 100%	**Business hours-** For every 1% drop in

Services	Description	Calculation	Periodicity	MSL	Penalty
					service level or part thereof, Penalty shall be 0.25% of the monthly maintenance Cost **Non-Business Hours** For every 2% drop in service level or part thereof, Penalty shall be 0.25% of the monthly maintenance Cost

Management, Reporting and Governance

Service Details	SLA Measurement	SLA	Penalty	Remarks
Key Resources	Any change during the contract period	**100%**	More than 1 change would lead to penalty of INR 2,00,000 for each default for each key resource	

Audit (IS & VAPT and other internal/external audit) Gaps

Item	Issue Categorization	Resolution Period	Penalty Amount
Audit Gaps Resolution	Critical	Within 1 Month	8,000 per issue per day post the resolution period till the issue/gap closure date
	High	Within 1 Month	8,000 per issue per day post the resolution period till the issue/gap closure date
	Medium	Within 2 Months	5,000 per issue per day post the resolution period till the issue/gap closure date
	Low	Within 3 Months	3,000 per issue per day post the resolution period till the issue/gap closure date

**Bidder is required to submit the compliance document confirming that the identified gaps have been closed.

Penalties

For the purpose of this RFP, the total of penalties as per LD & SLA will be subject to a maximum of 10% of the overall contract value.

At-Risk Amount

The monthly ARA shall be 15% of the estimated monthly payout as per section 3 payment terms of the addendum of the respective month