

CORRIGENDUM-2

Ref: CO/IT-SD/DELL_ATS_RFP_Corrigendum-2

22nd July, 2024

Request for Proposal for Renewal of Annual Technical Support of DELL EMC Networker Backup Software

1. The following changes are made in **Clause 2.1 - Activity Schedule (page no-8)**

Last Date for Bid Submission	05/08/2024 latest by 3:00 P.M.
Eligibility Bid opening date & time	05/08/2024, at 4:00 p.m. in presence of representatives of the bidders who choose to be present

2. The following changes are made in **Clause 32- Service Level agreement – Table-2 under Request Category-CRITICAL (Page no-34 of RFP)**

Request Category	Definition	Response Time (from reporting time)	Resolution time (from reporting time)	Penalty
Critical	Issue impacting high importance areas and Backups and/or cloning not happening for one or more instances	Within 1 hour	Within 36 hours	@ 0.5% of quarterly AMC charges for each additional hour of delay beyond 36 hours till Resolution

3. **The following Additions are made** in Clause 32- Service Level agreement – Page no-35

Earlier condition

- Period of delays from the side of LIC will not be taken in Penalty calculation



Additions

- Period of delays from the side of LIC will not be taken in Penalty calculation. Any delay arising out of non-availability of Network, time taken for extraction and upload of log files etc. will be excluded from the calculation of resolution time.

These Corrigendum/Modifications/Additions to Request for Proposal **for Renewal of Annual Technical Support of DELL EMC Networker Backup Software** are issued with the approval of Chief (IT/SD).

Chief (IT/DT)