


AMENDMENT TO RFP 06/2011-12 Dated 08.06.2011

The following clauses of the RFP 06/2011-12 are amended as below :

S.No	Page / Clause No	Original description	Amendment made
1	Page 16/41 2.6	<p>PENALTY</p> <p>If the Selected Bidder fails to maintain response time (take down should happen within 4 hours from date and time of the anti phishing, anti pharming, anti malware scanning and anti Trojan incidents), penalty will be charged at the following rates –</p> <p>Response time for > 4 hrs but <=12 hrs – 5% of quarterly payment</p> <p>Response time for > 12 hrs but <=24 hrs – 10% of quarterly payment</p> <p>Response time exceeding 24 hrs – 20% of quarterly payment.</p>	<p>PENALTY</p> <p>"If the selected Bidder fails to maintain taken down time (calculated on quarterly average basis for all incidents of anti phishing, anti pharming, anti malware scanning and anti Trojan) penalty will be charged at the following rates –</p> <p>Take down time > 6 hrs but <= 12 Hrs – 5% of quarterly payment</p> <p>Take down time > 12 hrs but <= 24 Hrs – 10% of quarterly payment</p> <p>Take down time exceeding 24 Hrs – 20% of quarterly payment</p>
2	Page 37/41 Annexure – I Point No.14	<p>The Bidder should have capability to provide resolution of Phishing, Pharming related incidents with 4 hours.</p>	<p>The Bidder should have the capability to provide take down time of Phishing, Pharming, Trojan incidents within 6 hours.</p>

All other clauses, terms and conditions contained in our RFP 6/2011 dated 08.06.2011 (read along with pre-bid clarifications dated 20.06.2011) shall remain unaltered.

Place : Bangalore
Date : 06.07.2011


DEPUTY GENERAL MANAGER



