

KIAL/IT/NIT/AODB/2021-22/CRG-2

24 December 2021

**CORRIGENDUM-2**

**Sub : Modifications**

**Ref : Tender Ref No. KIAL/IT/NIT/AODB/2021-22**

Please note following changes/corrections in the above-mentioned tender:

**CRITICAL DATES AND TIME:**

Ref No	Item	Details	
		As per tender	Revised As
Item No 2 of Table 2	Tender Processing Fee Submission (Online payment)	Rs 5900/-(Inclusive GST) on or before 05 January 2022 (up to 11:30 hrs.)	Rs 5900/-(Inclusive GST) on or before <b>15 January 2022</b> (up to 11:30 hrs.)
Item No 3 of Table 2	Tender Fee Submission	Rs. 5,900.00 (inclusive of GST) on or before 05.01.2022 (up to 11:30 hrs.) The details of bank account for payment is given below: Beneficiary Name: Kannur International Airport Ltd A/C No : 0782073000000001 IFSC Code: SIBL0000782 Bank Name: South Indian Bank Ltd, Branch: Mattannur, Kannur, Kerala There is no Tender fee exemption for any bidder.	Rs. 5,900.00 (inclusive of GST) on or before <b>15.01.2022</b> (up to 11:30 hrs.) The details of bank account for payment is given below: Beneficiary Name: Kannur International Airport Ltd A/C No : 0782073000000001 IFSC Code: SIBL0000782 Bank Name: South Indian Bank Ltd Branch: Mattannur, Kannur, Kerala There is no Tender fee exemption for any bidder.
Item No 12 of Table 2	Last date for Submission of Tender	15.01.2022 (up to 17:00 Hrs.)	22.01.2022 (up to 17:00 Hrs.)

**Kannur International Airport Limited**

CIN: U63033KL2009SGC025103

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Item No 13 of Table 2	Last date for Clarification	31.12.2021 (11:30 Hrs.)				10.01.2022 (11:30 Hrs.)			
Item No 14 of Table 2	Place, date and time of opening of Tender. (Technical Bid)	Place: Kannur International Airport, Mattannur, Kannur Date: 17 January 2022 Time: 11:30 Hrs.				Place: Kannur International Airport, Mattannur, Kannur Date: 24 January 2022 Time: 11:30 Hrs.			
Section III Clause 30.1.3.1	Duration of SLA	The service level monitoring would begin post <b>go-live</b> and penalties would be imposed, if any.				The service level monitoring would begin post <b>acceptance of LOA (Letter of Award/Word)</b> and penalties would be imposed, if any.			
Section III Clause 30.1.4	30.1.4. SLA SPECIFIC DEFINITIONS	<ul style="list-style-type: none"> <li>The recording of downtime shall commence at the time of: o Registering the call with agency for any downtime situation for the application / <b>hardware.</b></li> </ul>				<ul style="list-style-type: none"> <li>The recording of downtime shall commence at the time of: o Registering the call with agency for any downtime situation for the application / <b>cloud.</b></li> </ul>			
Section III Clause 30.1.4	30.1.4. SLA SPECIFIC DEFINITIONS	Failover time in case of <b>SAN shifting</b> , beyond which the service would be considered to be unavailable and appropriate penalty shall be imposed on the AGENCY				Clause removed.			
Section III Clause 30.1.5.2.	Penalty for nonachievement of SLA Requirement	Application Availability during PBH (Quarterly average)	>= 98 % to < 99.5%	>= 95% to < 98%	>= 90% to < 95%	Application Availability during PBH (Quarterly average)	>= 98 % to < 99.5%	>= 95% to < 98%	>= 90% to < 95%

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		Penalty	1.0 % of Quarterly payments of Operations & Maintenance Charges <b>excluding AMC Charges</b>	2 % of Quarterly payments of Operations & Maintenance Charges <b>AMC Charges</b>	4 % of Quarterly payments of Operations & Maintenance Charges <b>AMC Charges</b>	Penalty	1.0 % of Quarterly payments of Operations & Maintenance Charges	2 % of Quarterly payments of Operations & Maintenance Charges	4 % of Quarterly payments of Operations & Maintenance Charges
Section III Clause 30.1.5.2.	Penalty for nonachievement of SLA Requirement	Application Availability during ESH (Quarterly average)	>= 90 % to < 95%	>= 85% to < 90%	>= 80% to < 85%	Application Availability during ESH (Quarterly average)	>= 90 % to < 95%	>= 85% to < 90%	>= 80% to < 85%
		Penalty	0.5 % of Quarterly payments of Operations & Maintenance Charges <b>excluding AMC Charges</b>	1.0 % of Quarterly payments of Operations & Maintenance Charges <b>AMC Charges</b>	2 % of Quarterly payments of Operations & Maintenance Charges <b>AMC Charges</b>	Penalty	0.5 % of Quarterly payments of Operations & Maintenance Charges	1.0 % of Quarterly payments of Operations & Maintenance Charges	2 % of Quarterly payments of Operations & Maintenance Charges
Section III Clause 30.1.5.4	Service Level Requirement	The helpdesk agents are required to be available <b>physically only</b> during PBH.			The helpdesk agents are required to be remotely available during PBH.				

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Section III Clause 30.1.5.4	Penalty for nonachievement of SLA Requirement (R1)	Percentage of incident closed within stipulated time frame	>= 99 % to < 99.5%	>= 98% to < 99%	< 98%	The phrase “excluding AODB System AMC Charges” stands removed from all three columns.
		Penalty	0.25 % of Quarterly payments of Operations & Maintenance Charges excluding AODB System AMC Charges	0.5 % of Quarterly payments of Operations & Maintenance Charges excluding AODB System AMC Charges	1 % of Quarterly payments of Operations & Maintenance Charges excluding AODB System AMC Charges	
Section III Clause 30.1.5.4	Penalty for nonachievement of SLA Requirement (R2)	Percentage of incident closed within stipulated time frame	>= 98 % to < 99.5%	>= 96% to < 98%	< 96%	The phrase “excluding AODB System AMC Charges” stands removed from all three columns.
		Penalty	0.25 % of Quarterly payments of Operations & Maintenance Charges excluding AODB System AMC Charges	0.5 % of Quarterly payments of Operations & Maintenance Charges excluding AODB System AMC Charges	1 % of Quarterly payments of Operations & Maintenance Charges excluding AODB System AMC Charges	

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			AMC Charges			
Section III Clause 30.1.5.4	Penalty for nonachievement of SLA Requirement (R2)	Percentage of incident closed within stipulated time frame	>= 96 % to < 98%	>= 94% to < 96%	>= 92% to < 94%	The phrase “excluding AODB System AMC Charges” stands removed from all three columns.
		Penalty	0.25 % of Quarterly payments of Operations & Maintenance Charges excluding AODB System AMC Charges	0.5 % of Quarterly payments of Operations & Maintenance Charges excluding AODB System AMC Charges	1 % of Quarterly payments of Operations & Maintenance Charges excluding AODB System AMC Charges	
Section III Clause 30.1.5.5	Penalty for nonachievement of SLA Requirement (R2)	Data backup	>= 98 % to < 99%	>= 96% to < 98%	>= 94% to < 96%	The phrase “excluding AODB System AMC Charges” stands removed from all three columns.

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		Penalty	0.25 % of Quarterly payments of Operations & Maintenance Charges excluding AODB System AMC charges	0.5 % of Quarterly payments of Operations & Maintenance Charges excluding AODB System AMC Charges	1 % of Quarterly payments of Operations & Maintenance Charges excluding AODB System AMC Charges	
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All other conditions remain same.

S/d  
MANAGING DIRECTOR

**Kannur International Airport Limited**

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