

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

24 December 2021

CORRIGENDUM-2

Sub : Modifications

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

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

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 15 January 2022 (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 15.01.2022 (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.
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.)
Item No 13 of	Last date for Clarification	31.12.2021 (11:30 Hrs.)	10.01.2022 (11:30 Hrs.)

Kannur International Airport Limited

CIN: U63033KL2009SGC025103

Kannur International Airport PO, Mattannur, Kannur- 670708, Kerala, India Phone: +91 490 2481000

E-mail: info@kannurairport.aero

[Website: www.kannurairport.aero](http://www.kannurairport.aero)

Table 2									
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 31.1.3.1	Duration of SLA	The service level monitoring would begin post go-live and penalties would be imposed, if any.	The service level monitoring would begin post acceptance of LOA (Letter of Award/Word) and penalties would be imposed, if any.						
Section III Clause 31.1.4	30.1.4. SLA SPECIFIC DEFINITIONS	<ul style="list-style-type: none"> The recording of downtime shall commence at the time of: o Registering the call with agency for any downtime situation for the application/hardware. 	<ul style="list-style-type: none"> The recording of downtime shall commence at the time of: o Registering the call with agency for any downtime situation for the application/cloud. 						
Section III Clause 31.1.4	30.1.4. SLA SPECIFIC DEFINITIONS	Failover time in case of SAN shifting , beyond which the service would be considered to be unavailable and appropriate penalty shall be imposed on the AGENCY	Clause removed.						
Section III Clause 31.1.5.2.	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 excluding AMC Charges	2 % of Quarterly payments of Operations & Maintenance Charges AMC Charges	4 % of Quarterly payments of Operations & Maintenance Charges AMC Charges	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 31.1.5.2.	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 excluding AMC Charges	1.0 % of Quarterly payments of Operations & Maintenance Charges AMC Charges	2 % of Quarterly payments of Operations & Maintenance Charges AMC Charges	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 31.1.5.4	Service Level Requirement	The helpdesk agents are required to be available physically only during PBH.			The helpdesk agents are required to be remotely available during PBH.				

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Section III Clause 31.1.5.4	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 ERP System AMC Charges” stands removed from all three columns.
		Penalty	0.25 % of Quarterly payments of Operations & Maintenance Charges excluding ERP System AMC Charges	0.5 % of Quarterly payments of Operations & Maintenance Charges excluding ERP System AMC Charges	1 % of Quarterly payments of Operations & Maintenance Charges excluding ERP System AMC Charges	
Section III Clause 31.1.5.4	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 ERP System AMC Charges” stands removed from all three columns.
		Penalty	0.25 % of Quarterly payments of Operations & Maintenance Charges excluding ERP System AMC Charges	0.5 % of Quarterly payments of Operations & Maintenance Charges excluding ERP System AMC Charges	1 % of Quarterly payments of Operations & Maintenance Charges excluding ERP System AMC Charges	

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Section III Clause 31.1.5.4	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 ERP System AMC Charges” stands removed from all three columns.
		Penalty	0.25 % of Quarterly payments of Operations & Maintenance Charges excluding ERP System AMC Charges	0.5 % of Quarterly payments of Operations & Maintenance Charges excluding ERP System AMC Charges	1 % of Quarterly payments of Operations & Maintenance Charges excluding ERP System AMC Charges	
Section III Clause 31.1.5.5	Penalty for nonachievement of SLA Requirement (R2)	Data backup	>= 98 % to < 99%	>= 96% to < 98%	>= 94% to < 96%	The phrase “excluding ERP System AMC Charges” stands removed from all three columns.
		Penalty	0.25 % of Quarterly payments of Operations & Maintenance Charges excluding ERP System AMC charges	0.5 % of Quarterly payments of Operations & Maintenance Charges excluding ERP System AMC Charges	1 % of Quarterly payments of Operations & Maintenance Charges excluding ERP System AMC Charges	

All other conditions remain same.

S/d
MANAGING DIRECTOR

Kannur International Airport Limited

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