



KERALA STATE BACKWARD CLASSES DEVELOPMENT CORPORATION LIMITED
(A Government of Kerala Undertaking)
CIN-U75122KL1995SGC008705

Request for Proposal for Selection of System Integrator (SI) For Business Process Re-engineering and Implementation of Core Financial Services Solution (CFSS)

Modifications in RFP Clauses

Sr. No.	RFP Reference	Page Number	Original Version	Modified Version
1	Penalties	62	1 Uptime $\geq 99.9\%$ No Penalty 2 $99.50\% \leq \text{Uptime} < 99.9\%$ 0.5 % of total cost of monthly cloud cost + 2% ATS of the specific application monthly Payment 3 $99.00\% \leq \text{Uptime} < 99.50\%$ 1.0 % of total cost of monthly cloud cost + 5% ATS of the specific application monthly Payment 4 Uptime $< 99.00\%$ 2.0 % of total cost of monthly cloud cost + 10% ATS of the specific application monthly Payment	Revised SLA & Penalty Clause (Uptime) 1 Uptime $\geq 99.9\%$ No Penalty 2 $99.50\% \leq \text{Uptime} < 99.9\%$ 2% of ATS of the specific application monthly payment 3 $99.00\% \leq \text{Uptime} < 99.50\%$ 5% of ATS of the specific application monthly payment 4 Uptime $< 99.00\%$ 10% of ATS of the specific application monthly payment Additional Condition: The above uptime and penalty shall be applicable only for application/services under the scope and control of the System Integrator (SI). Any downtime attributable to cloud infrastructure, data center, network, or any components managed by KSBCDC or third-party agencies shall be excluded from uptime calculation and penalty applicability.
2	Annexure – 17 TURNOVER, NET PROFIT AND NET WORTH CERTIFICATE	147	Signature of statutory auditor/ Cost auditor	Signature of statutory auditor/ Cost auditor/ Chartered Accountant/ Company Secretary

Sajitn G
General Manager (HRM & Admin)