B BOBCARD
CREDIT REIMAGINED

RFP NO: CO: BOBCARD/ IT RFP / 2024-25, RFP Dated: 23rd October, 2024.
RFP for procurement of Servers, Network and Software component and Implementation.

➢ All the clauses mentioned in RFP will be applicable throughout this one-year support. SLA and penalty will be applicable as mentioned in the RFP 4. Service Levels page no 17 for system, Infra and database etc uptime. And for the tickets logged in ticketing tool provided by BOBCARD below will be applicable SLA & Penalty.

Service/Change/Incident Tickets				
Priority	Description	First Response time	Resolution time	Dependency / Response Follow-up with internal / external team
P1	Problem due to which 100 or more users are affected or entire business is down/Emergency Change	10 Minutes	Within 2 Hours	Within every 30 mins
P2	Problem due to which 50 - 99 or more users are affected or anyone department is impacted/service request	20 Minutes	Within 4 Hours	Within every 1 hour
P3	Problem due to which up to 0-49 users are affected/Major Change/Service request	30 Minutes	Within 8 Hours	Within every 2 hours
P4	Service requests and Minor changes	30 Minutes	Within 24 Hours	Within every 4 hours

SLA for per Month	Penalty
100%	No Penalty
100%>SAL=98% (Between 98% to less than 100%)	2% of Quarterly Support Cost
98%>SAL=95% (Between 95% to less than 98%)	3% of Quarterly Support Cost
95%> SAL (Less than 95%)	5% of Quarterly Support Cost

➢ The proposed solution/devices/Hardware/Software should be in leader's/Challenger's quadrant of Gartner magic quadrant at least one year out of last three financial year.

➢ Experience on Virtual platform, Perimeter firewall and WAF with the same OEM is mandatory. Rest product evaluation will be done as per Annexure 02 Technical Evaluation Criteria.

➢ Appendix 03 Bill of Material Revised- optional commercial
"Redhat enterprise Linux for virtual Datacenter edition premium"

➢ Appendix02 Techno Functional Requirements- Network components- Perimeter Firewall Sr. No. 15
"Solution should have minimum 450 GB SSD, system storage
devices have a root partition in the local SSD drive which holds various components like PAN-OS etc, in case of any issues to the local disk, it will result in disruptions to the PAN-OS then it should auto failover of devices configured in HA configuration."