



INDIAN RAILWAY CATERING & TOURISM CORPORATION LTD. (IRCTC)
(A Govt. of India Enterprise (Mini Ratna Category-I) under Ministry of Railways)

B-148, 11th Floor, Statesman House, Barakhamba Road, New Delhi-110001

Ref: Tender No. IRCTC/ITC/MSS/2017-18/1

Date: 04-09-2017

CORRIGENDUM - I

Subject: Corrigendum to Notice Inviting Tender No. IRCTC/ITC/MSS/2017-18/1; dated 18-08-2017, Tender for Managed Security Services (MSS) for IRCTC.

In reference to the above referred, the following amendments are issued in the Tender document. The bids may be submitted in consideration of these amendments.

S. No.	Clause No.	As appearing on the original published RFP	Read As / To be replaced in the RFP
1.	Annexure – VI: Service Levels and Penalties Section 1.1: SOC Services Relate Service Levels Table Point 1 Service Levels of Incident Management	Providing report with root cause analysis: 1. 6 hours: Very high priority incidents 2. 24 hours: High priority incidents 3. 48 hours: Medium priority incidents	Providing report with Root Cause Analysis (RCA): 1. 12 hours: Very high priority incidents 2. 24 hours: High priority incidents 3. 48 hours: Medium priority incidents