

Amendment for Request for Proposal for Supply, Installation, Commissioning, Integration, Operation and Maintenance of POS Terminals (On Rental Basis) With Integrated Payment Aggregator Services for Repco Bank RFP No: RFP/02/PPD/2026-27 dated 25.06.2026					
S. No	RFP Page No.	RFP Clause	Parameter	Existing Clause	Amendment
1	52	Annexure - E, SLA terms and Penalties	Terminal installation and commissioning after location readiness	As per delivery terms	No Change
2			Initial response for complaint / remote diagnosis	Within 4 hours	No Change
3			Remote resolution of Sim/ software / Payment gateway-related issues, Application Dashboard / reporting outage	Within 8 hours	Within 24 hours
4			Hardware Terminal Fault Resolution	Initial Resolution Window: A definitive fix must be applied within eight (8) hours of incident logging.	Initial Resolution Window: A definitive fix must be applied within twenty-four (24) hours from the time of incident logging.
				Escalation / Replacement Window: If unresolved within the initial 8 hours, a fully functional replacement unit or permanent fix must be delivered and installed within the subsequent twenty-four (24) hours.	Escalation / Replacement Window: If unresolved within the initial 24-hours, a fully functional replacement unit or permanent fix must be delivered within forty-eight (48) hours for Tier 1 & 2 locations and within Seventy-two (72) hours for Tier 3 & 4 locations.

Except the above, all other terms and conditions remain as such as per the RFP/02/PPD/2026-27 dated 25.06.2026.