

Registered Office- C-9, 8th floor, Reserve Bank of India premises, Bandra-Kurla Complex, Bandra-East, Mumbai-400 051

Corrigendum - 1

Date: 27.01.2014

This is with reference to NPCI's RFP# 2013-14/0032 dated 30th December, 2013 for engaging Agency for implementation of Operational Risk Management Tool. The prospective bidders may please note that:

In the aforesaid RFP, we need to amend the below mentioned clause.

S.No	Document Reference	Clause No	Initial RFP Clause	Amendments vide this note
1	Section 1 Bid schedule & address	Last date & time for bid submission	31.01.2014, 3:00 PM	10.02.2014, 3:00 PM
2	Section 9 Clause 9.9 Service Level Agreement	Availability of Business Infrastructure	(Core Application Servers, Core Database Servers, Storage, Switch, Tape Library, and related components etc.) in DC - 99.9%	The SLA % to be changed to 98.5%
3	Section 9 Clause 9.9 Service Level Agreement	System Response Time	- End to End response time within the DC (from the ORMS Application to the Database and back) should be < 0.5 ms 99.9%	The SLA % to be changed to 98.5%
4	Section 9 Clause 9.9 Service Level Agreement	Disaster Recovery Site Availability	Business operations to resume from Disaster Recovery Site within 4 hours of the Data Centre failing and vice versa	The point to be excluded as Disaster recovery site is not required
5	Section 9 Clause 9.9 Service Level Agreement	Data Point Availability	- Recovery Point Objective (RPO) of 30 minutes	The point to be excluded as Disaster recovery site is not required

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6	Section 3 - Scope of Work	Facilities Management(FMS) and Helpdesk	FMS services should be provided for entire project duration (3 years of warranty & 3 years of maintenance)	FMS services should be provided for entire project duration (3 years of warranty & 2 years of maintenance)
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All other terms and conditions of aforesaid RFP remain unchanged.

MD & CHIEF EXECUTIVE OFFICER
NATIONAL PAYMENTS CORPORATION OF INDIA
C-9, 8th Floor, RBI Premises, Bandra-Kurla Complex Bandra (E), Mumbai-400 051.