

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

September 30, 2011

Corrigendum 3

Tender Reference Number: NPCI: RFP: 2011-12/0009 dated 2nd September 2011

This is in reference to NPCI's RFP for "Supply, Implement and Maintain Automated Clearing House Solution" dated 2nd September, 2011. The prospective bidders / interested parties may please note that the following clauses are amended / added in RFP document.

Reference: Chapter 13, Facility Management, Section 13.1

Existing Clause:

NPCI would require these services in 2 shifts days at PR and HA site. At DR Site, it would be two shifts.

For carrying out above mentioned services, bidder would provide onsite, experienced resources at Primary and High Availability Site and at DR Site. The bidder has to provide remote expert technical support for any issues / bugs not resolved by onsite resource within specific time frame. Such support will also include DR drill etc.

The proposed Site structure is given as per Table below.

Support Category	PR Site + HA Setup		DR Setup	
	System Support Resources	Application Support Resources	System Support Resources	Application Support Resource
L1 support	1 (24*7)	1 (24*7)	1 (24*7)	1 (24*7)
L2 support	1 (24*7)	1 (24*7)	1 (24*7)	1 (24*7)
L3 support	1 (2 Shifts) (8 AM to 10 PM)	1 (2 Shifts) (8 AM to 10 PM)	1 (2 Shifts) (8 AM to 10 PM)	1 (2 Shifts) (8 AM to 10 PM)

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

Clause added / amended to be read as:

NPCI would require these services in 2 shifts days at PR and HA site. At DR Site, it would be two shifts.

For carrying out above mentioned services, bidder would provide onsite, experienced resources at Primary and High Availability Site and at DR Site. The bidder has to provide remote expert technical support for any issues / bugs not resolved by onsite resource within specific time frame. Such support will also include DR drill etc.

The proposed Site structure is given as per Table below.

Support Category	PR Site + HA Setup		DR Setup	
	System Support Resources	Application Support Resources	System Support Resources	Application Support Resource
L2 support	1 (2 Shifts) = Total 2 resources	1 (2 Shifts) = Total 2 resources	1 (2 Shifts) = Total 2 resources	
L3 support	1 (1 Shifts) = Total 1 resources		1 (1 Shifts) = Total 1 resources	

Chief Executive Officer,
National Payments Corporation of India,
C-9, 8th Floor, RBI Premises,
Bandra (E), Mumbai – 400 051.