

CORRIGENDUM - 1

This is with reference to NPCI's RFP no. NPCI/RFP/2021-22/IT/07 dated 30th August 2021 - RFP for the Engaging Agency for L1 Resources for 24X7 Application support. The prospective bidders may please note the following:

Sr. No.	Document Reference	Description	Existing RFP Clause	Amended clause vide this note
1.	Section 1 - Bid Schedule and Address, Sr. # 6, Page # 8	Last date and time for Bid Submission	14 th September 2021, 5:00 PM	21 st September 2021, 6:00 PM
2.	Section 1 - Bid Schedule and Address, Sr. # 9, Page # 8	Date and Time of Eligibility & Technical bid Opening	14 th September 2021, 6:00 PM	21 st September 2021, 7:00 PM
3.	Section 5 – Instruction to Bidders, Clause no. 5.14, Page # 17	Envelope bidding process	The Bid shall be prepared in 3 different Envelope/Folders, Envelope/Folder A, Envelope/Folder B and Envelope/Folder C. "Request for Proposal for supply, installation, commissioning and maintenance of Network Firewall".	The Bid shall be prepared in 3 different Envelope/Folders, Envelope/Folder A, Envelope/Folder B and Envelope/Folder C. "Request for Proposal for Engaging Agency for L1 Resources for 24x7 Application Support" .
4.	Section 5 – Instruction to Bidders, Clause no. 5.19, Page # 18	Rejection of Bid point no. b	b) Is received through Fax / E-mail.	b) Is received through Fax
5.	Section 8 – Terms & Conditions, Clause no. 8.11, Page # 25	Delivery schedule	The successful bidder shall commence the services within 6 to 8 weeks from the date of receipt of the Purchase Order and replacement resources should be provided within 15 days.	The successful bidder shall commence the services within 8 to 12 weeks from the date of receipt of the Purchase Order. Bidder shall manage 75% of the resources within 8 weeks and balance 25% within 12 weeks from the date of receipt of the Purchase order. Bidder can allow resource for 2 months' notice period. However, bidder shall ensure that replacement should be available within 2 months before relieving of existing resource and NCPI operations shall not be affect. This 2 months period include preliminary training on specifications of online products before deployment at NPCI site.
6.	Section 8 – Terms & Conditions, Clause no.8.14, Page # 26	Penalty for default in delivery/Absenteeism	In case the resources are not provided within delivery scheduled mentioned in the clause no.8.11, penalty would be imposed at a rate of Rs. 10,000/- for every week of delay,	Default in Initial Delivery: In case the resources are not provided within delivery scheduled mentioned in the clause no.8.11, penalty would be imposed at a rate of Rs. 10,000/- for every week of delay, subject to a maximum

			subject to a maximum penalty of Rs. 50,000/-. If the resources are not provided even after deliverables (clause no.8.11), the Notification of Award of Contract or Purchase Order is liable to be cancelled at the option of NPCI.	penalty of Rs. 50,000/-. If the resources are not provided even after deliverables (clause no.8.11), the Notification of Award of Contract or Purchase Order is liable to be cancelled at the option of NPCI. Default in Absenteeism: Bidder shall manage mandatory resources alignment in all shift. If any unavailability of resource as per the additional clause given in the scope of work (as per Table-1 & Table-2) would be charge penalty of Rs. 2,000/- per shift/resource.																																																																					
7.	Section 3 – Scope of work, Clause no.3.1, Page # 11	Additional Clause in the Scope of work	Additional Clause in the Scope of work	Bidders shall manage the shift allocation in 24x7 Rotational basis as per NPCI's product given the table below: Table- 1 <table><tr><th>Product</th><th>General Shift</th><th>1st Shift</th><th>2nd Shift</th><th>3rd Shift</th><th>Total</th></tr><tr><td>UPI & Bhim</td><td>1</td><td>1</td><td>1</td><td>1</td><td>4</td></tr><tr><td>IMPS</td><td></td><td>1</td><td>1</td><td>1</td><td>3</td></tr><tr><td>AEPS</td><td></td><td>1</td><td>1</td><td>1</td><td>3</td></tr><tr><td>Rupay & BEPG</td><td></td><td>1</td><td>1</td><td>1</td><td>3</td></tr><tr><td>NFS</td><td></td><td>1</td><td>1</td><td>1</td><td>3</td></tr><tr><td>Total</td><td>1</td><td>5</td><td>5</td><td>5</td><td>16</td></tr></table> Note: 1. Above number is indicative and may vary depending on the NPCI discretion. However, total numbers would remain same. 2. Resource would be deployed as per allocation mentioned in the Clause no. 8.10, Key deliverables i.e. Chennai 6 nos. & Hyderabad 14 nos., 3. Every resource shall be allowed a weekly off, leaves and festival holidays as per Shops and Establishment of the respective states. Table- 2 Shift Timing: <table><tr><th rowspan="2">Sr. No.</th><th rowspan="2">Type of Shifts</th><th colspan="2">Shift Time</th><th rowspan="2">Total Hours</th></tr><tr><th>From</th><th>To</th></tr><tr><td>1</td><td>General shift</td><td>10.00 AM</td><td>07.00 PM</td><td>9 hours</td></tr><tr><td>2</td><td>1st shift</td><td>07.00 AM</td><td>03.00 PM</td><td>8 hours</td></tr><tr><td>3</td><td>2nd Shift</td><td>02.30 PM</td><td>10.30 PM</td><td>8 hours</td></tr><tr><td>4</td><td>3rd Shift</td><td>10.00 PM</td><td>07.00 AM</td><td>9 hours</td></tr></table>	Product	General Shift	1st Shift	2nd Shift	3rd Shift	Total	UPI & Bhim	1	1	1	1	4	IMPS		1	1	1	3	AEPS		1	1	1	3	Rupay & BEPG		1	1	1	3	NFS		1	1	1	3	Total	1	5	5	5	16	Sr. No.	Type of Shifts	Shift Time		Total Hours	From	To	1	General shift	10.00 AM	07.00 PM	9 hours	2	1st shift	07.00 AM	03.00 PM	8 hours	3	2nd Shift	02.30 PM	10.30 PM	8 hours	4	3rd Shift	10.00 PM	07.00 AM	9 hours
Product	General Shift	1st Shift	2nd Shift	3rd Shift	Total																																																																				
UPI & Bhim	1	1	1	1	4																																																																				
IMPS		1	1	1	3																																																																				
AEPS		1	1	1	3																																																																				
Rupay & BEPG		1	1	1	3																																																																				
NFS		1	1	1	3																																																																				
Total	1	5	5	5	16																																																																				
Sr. No.	Type of Shifts	Shift Time		Total Hours																																																																					
		From	To																																																																						
1	General shift	10.00 AM	07.00 PM	9 hours																																																																					
2	1st shift	07.00 AM	03.00 PM	8 hours																																																																					
3	2nd Shift	02.30 PM	10.30 PM	8 hours																																																																					
4	3rd Shift	10.00 PM	07.00 AM	9 hours																																																																					
8.	Section 9 – Technical Specification, Page # 34	Additional Clause in the Technical Specification	Additional Clause in the Technical Specification																																																																						
9.	Section 11 – Document to be put in Envelope 'B', Annexure-K Technical Compliance, Page # 48	Additional Clause in the Technical Compliance	Additional Clause in the Technical Compliance																																																																						

10.	Section 8 – Terms & Conditions, Clause no. 8.18, Page # 27	Payment Terms:	Payment shall be released against monthly invoice submitted in arrears for the actual number of days the resources were present, suitably attested by NPCI officials. Bidder has to submit declaration every month, along with the Invoice, to the effect that the salaries have been paid to the resources. Payment will be released within 30 days of receipt of correct invoices along with necessary documents / certificates duly signed by authorized NPCI official	Payment shall be released against monthly invoice submitted in arrears post consideration of managed application support 24X7 in the shift as per the scope of work given in the section no.3 , suitably attested by NPCI officials. Bidder has to submit declaration every month, along with the Invoice, to the effect that the salaries have been paid to the resources. Payment will be released within 30 days of receipt of correct invoices along with necessary documents / certificates duly signed by authorized NPCI official
11.	Section -11, Annexure – N Commercial Bid, Page # 52 & 53	Commercial Bid	Stand Cancelled	Refer New Format as per Annexure-I

All other terms and conditions of aforesaid RFP remain unchanged.

MD & CHIEF EXECUTIVE OFFICER
NATIONAL PAYMENTS CORPORATION OF INDIA
1001A, B wing 10th Floor, The Capital, Bandra-Kurla Complex,
Bandra (East), Mumbai - 400 051

Annexure – I

Annexure N - Commercial Bid

(Bidder's Letter Head)

NPCI/RFP/2021-22/IT/07 dated 30th August 2021

RFP for engaging agency for L1 resources for 24x7 Application Support

Sr. No.	Category of Resource	1 st Year		2 nd Year		3 rd Year		Total cost for 3 year (a+ b+ c)
		Monthly cost	Total cost	Monthly cost	Total cost	Monthly cost	Total cost	
			(a)		(a)		(a)	
1	Total Cost deployment for maintain 24x7 Application Support							
Total Cost (Exclusive of taxes)								

- For the augmenting 24X7 application support, above cost would be referred for the period of 3 years.
- Delivery Location: (as per clause 8.10 of the RFP)
- All requirements of Goods & Services Tax (GST) will be complied with and NPCI reserves the right to recover the GST Input credit if disallowed for any reason.
- All prices are exclusive of GST only and all other levies are included.
- Prices are valid for 3 years from the date of receipt of the 1st Purchase order.

(Amount in Rs)

All prices are exclusive of taxes.

Dated this..... Day of.....2021

(Signature)

(Name)

(In the capacity of)

Duly authorized to sign Bid for and on behalf of