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Mumbai - 400 051

Corrigendum-4

This is with reference to NPCI's RFP no. NPCI/RFP/2022-23/IT/05 dated 05.09.2022. RFP for engaging a Managed Security Services provider. The prospective bidders may please note the following changes:

Sr. No	Document Reference	Page #, Clause #, Sr #	Description	Existing RFP Clause	Amended clause
1	Section 3 - Scope of Work	Page 13, 3.1 Scope of work	Security Device Management	Resource requirement support- Device management - 23	Please read count Total Count as 24
2	Section 7 - Bid Evaluation	Page 30, 7.3 Technical Scoring Matrix:	Technical Scoring Matrix:	RFP Presentation Part - B (Bidder Evaluation Matrix) Sr.1: Customer BFSI reference in India Size of the deployment in terms of Resources	RFP Presentation Part - B (Bidder Evaluation Matrix) Sr.1: Customer BFSI reference in India - Minimum of 2 BFSI sectors Size of the deployment in terms of Resources
3	Section 8 - Terms and Conditions	Page 32, 8.2 Term of the Order	Term of the Order	The term of the Notification of Award/Purchase Order shall be for a period of 3 years wherein the price of the deliverables as specified in the RFP would be at a fixed rate.	The term of the Notification of Award/Purchase Order shall be for a period of 2 years from the date of commencement of service as accepted by NPCI subject to on-boarding of minimum 20 resources within 6 weeks from the date of the issuance of PO, wherein the price of the deliverables as specified in the RFP would be at a fixed rate.
4	Section 8 - Terms and Conditions	Page 33, Clause # 8.6	Invoicing Requirements	As mentioned in RFP document	<u>Additional clause:</u> The successful bidder shall raise 1st invoice on the date of commencement of service as per clause # 8.2 and the same will be payable from the date of on boarding of each resource till end of the quarter in which the services have commenced as per clause # 8.2. All subsequent invoice shall be raised quarterly based on the count of active resources at the end of previous quarter.

5	Section 8 - Terms and Conditions	Page 33, Clause # 8.10	Delivery schedule	<p>The successful bidder shall commence the services of at least 70% within 6 weeks from the date of receipt of the Purchase Order & 100% within 6-8 weeks.</p>	<ul style="list-style-type: none"> The successful bidder shall on-board required <u>20 resources</u> not later than <u>6 weeks</u> from the date of issuance of Purchase Order and <u>remaining 19 resources</u> shall on-board in the following 6 weeks. Detailed coverage of the allocation of resources as per delivery schedule mentioned and shift allocation is provided below in Section A. The successful bidder shall deliver the shift coverage as defined by NPCI from time to time and any absenteeism shall be covered by the other team members without any additional cost to NPCI. Replacement resources should be provided within 45 calendar days from the date the onsite resource's resignation is accepted.
6	Section 8 - Terms and Conditions	Page 33, Clause # 8.11	Penalty default delivery for in	<p>If the successful bidder does not deliver & implement the solution as per the above delivery schedule, or such authorized extension of delivery period as may be permitted in writing by NPCI or deliverables are dead on arrival as per the above delivery schedule, NPCI shall impose a penalty as given below:</p> <ul style="list-style-type: none"> Non Delivery of above at NPCI - at the rate of 0.5% of the total Purchase Order value for each week's delay beyond the stipulated delivery period subject to a maximum of 5% of the undelivered value of the Order, without prejudice to any other right or remedy available under the Purchase Order. In case the delay exceeds 10 days beyond the stipulated delivery period of RFP, NPCI reserves the right to cancel the order without prejudice to other remedies available to NPCI. If the bidder delivers with High priority defects, NPCI shall impose a penalty from certain percentage of the total value of the purchase order as decided from time-to-time. Without any prejudice to NPCI's other rights under the Applicable Law, NPCI may recover the liquidated damages, if any, accruing to NPCI, as above, from any amount payable to the supplier, as per the Agreement. 	<p>If the successful bidder does not on board the requisite number of Resources as per the above delivery schedule mentioned in clause 8.10, or such authorized extension of delivery period as may be permitted in writing by NPCI, NPCI shall impose a penalty as given below:</p> <ul style="list-style-type: none"> Non Delivery of above at NPCI - at the rate of 0.5% of the total Purchase Order value for each week's delay beyond the stipulated delivery period subject to a maximum of <u>12 %</u> of the total Purchase Order value, without prejudice to any other right or remedy available under the Purchase Order. In case the delay exceeds <u>6 months</u> beyond the stipulated delivery period of RFP, NPCI reserves the right to cancel the order without prejudice to other remedies available to NPCI. If the resources deployed have serious discrepancy in the quality of service, NPCI shall impose a penalty from certain percentage of the total value of the purchase order as decided from time-to-time. Without any prejudice to NPCI's other rights under the Applicable Law, NPCI may recover the liquidated damages, if any, accruing to NPCI, as above, from any amount payable to the successful bidder, as per the Agreement.

	Section 8 - Terms and Conditions	Page 34, Clause # 8.12	Service Level Requirements (SLA) & Penalty on non-adherence to SLAs	As per RFP document	Additional clause: Penalty SLA Maximum penalty would be 12 % of the total Purchase Order value
7	Section 8 - Terms and Conditions	Page 36-37 8.12 Service Level Requirements (SLA) & Penalty on non-adherence to SLAs:	Availability and Configuration Management	In case of any issue caused due to SI, then SI should ensure that replacement devices are made available to meet the SLAs.	Stands deleted
8	Section 8 - Terms and Conditions	Page 38, Clause # 8.16	Prices	Price shall remain fixed for a period of 3 years from the date of issuance of 1st Purchase Order. There shall be no increase in price for any reason whatsoever and therefore no request for any escalation of the cost / price shall be entertained.	Price shall remain fixed for a period of <u>2 years</u> from the date of issuance of Purchase Order. There shall be no increase in price for any reason whatsoever and therefore no request for any escalation of the cost / price shall be entertained.
9	Section 8 - Terms and Conditions	Page 38, Clause # 8.17	Repeat Order	NPCI reserves the right to place Purchase Orders with the selected bidder(s) for any or all of the deliverables included in the Solution at the agreed unit rate for individual categories of purchase order during the period of 3 years from the date of award / 1st Purchase Order.	NPCI reserves the right to place Purchase Orders with the selected bidder(s) for any or all of the resources at the agreed unit rate for individual categories during the period of <u>2 years</u> from the date of award / 1st Purchase Order.
10	Section 8 - Terms and Conditions	Page 39, Clause # 8.23	Bidder's Liability	<ul style="list-style-type: none"> The selected Bidder will be liable for all the deliverables. The Bidder's aggregate liability in connection with obligations undertaken under the purchase order, regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual and limited to the value of the contract/purchase order. The Bidder's liability in case of claims against NPCI resulting from willful and gross misconduct, or gross negligence, fraud of the Bidder, its employees, contractors and subcontractors, from infringement of patents, trademarks, and copyrights or other Intellectual Property Rights or breach of confidentiality obligations shall be unlimited. 	<ul style="list-style-type: none"> The selected Bidder will be liable for all the deliverables. The Bidder's aggregate liability in connection with obligations undertaken under the purchase order, regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual and limited to the value of the contract/purchase order. The Bidder's liability in case of claims against NPCI resulting from willful and gross misconduct, or gross negligence, fraud of the Bidder, its employees, contractors and subcontractors, from infringement of patents, trademarks, and copyrights or other Intellectual Property Rights or breach of confidentiality obligations shall be unlimited. Neither NPCI nor the Bidder shall be liable (whether in contract, tort (including negligence), breach of statutory duty or otherwise) in connection with the contract/purchase order for any type of indirect, or consequential loss even if that loss or damage was foreseeable or that Party was aware of the possibility of that loss or damage arising.

11	Section 8 - Terms and Conditions	Page 40, Clause # 8.26	Extension of Contract	<p>The bidder shall be required to consistently execute, in a successful and professional manner, the jobs assigned under this RFP or subsequent Purchase Order / Contract, as shall be entered by NPCI with the Bidder, to the satisfaction of and as decided by the NPCI up to a period of three (3) years (completion period) reckoned from the date of commencement of the services and may be extended for further period on satisfactory performance by bidder. However even in case, the bidder is not interested to extend the Contract for a further period, bidder shall be essentially required to execute the work at least for next 6 months' period on the same rates and terms & conditions of the Contract. NPCI has right to alter (increase or decrease) the number of resources. NPCI has right to place repeat order to the bidder for any resources mentioned in the Contract. The contract shall be co-terminus with the Purchase orders issued unless extended by NPCI.</p>	<p>The successful bidder shall be required to consistently execute, in a successful and professional manner, the jobs assigned under this RFP or subsequent Purchase Order / Contract, as shall be entered by NPCI with the successful bidder, to the satisfaction of and as decided by the NPCI up to a period of two (2) years reckoned from the date of commencement of the services and may be extended for further period on satisfactory performance by successful bidder. However even in case, the successful bidder is not interested to extend the Contract for a further period, successful bidder shall be essentially required to execute the work at least for next 6 months' period on the same rates and terms & conditions of the PO/Contract. NPCI has right to alter (increase or decrease) the number of resources. NPCI has right to place repeat order to the bidder for any resources mentioned in the Contract. The contract shall be co-terminus with the Purchase orders issued unless extended by NPCI</p>
12	Section 8 - Terms and Conditions	Page 41, Clause # 8.29. 3 rd para	Effect of Termination	<p>The Bidder agrees that after completion of the Term or upon earlier termination of the assignment the Bidder shall, if required by NPCI, continue to provide facility to NPCI at no less favourable terms than those contained in this RFP. In case NPCI wants to continue with the Bidder's facility after the completion of this contract then the Bidder shall offer the same terms to NPCI.</p>	<p>The Bidder agrees that after completion of the Term or upon earlier termination of the contract/purchase order, the Bidder shall, if required by NPCI, continue to provide the services to NPCI on terms mutually agreed by the Parties</p>
13	Section-9 Technical Skill set	Page 45	Technical Skill Set	Table as per RFP document	<p>Additional clause:</p> <ul style="list-style-type: none"> • L1 (Security Analyst)- Security ops experience :2-3 years • L2 (Sr. Security Analyst)- Security ops experience: 4-5 years • L3 (Technical Lead) - Security ops experience: 7-8 years
14	Section 11 - Documents to be put in Folder 'B'd	Page 62	Annexure J - Technical Compliance	<p>The bidder is required to provide exhaustive list of the hardware, software, etc. to implement the project</p>	Stands deleted
15	Section 12- - Documents to be put in Folder 'C'	Page 64, Annexure M	Commercial Bid Form	<p>We undertake, if our Bid is accepted, to provide External Cyber Threat Intelligence Solutions within the stipulated time schedule.</p>	<p>We undertake, if our Bid is accepted for engaging a Managed Security Service partner within the stipulated time schedule</p>

16	Section 12- - Documents to be put in Folder 'C'	Page 65, Annexure N	Annexure N	As mentioned in the RFP	<u>Additional clause:</u> For revised table, please refer below in Section B, Annexure N1 provided below.
17	Section 12- - Documents to be put in Folder 'C'	Page 65, Annexure N	Annexure N	As mentioned in the RFP	<ul style="list-style-type: none"> • Please follow the format provided in Section B, Annexure N2 provided below • Please note that the commercial should be submitted with number of Resources felt prudent as per the bidder for this project. • This Annexure should be submitted as part of Envelope C of the RFP response.

Section A

Allocation of resources as per delivery schedule:

Resource Type	First 6 weeks	Over period of 12 weeks
L1 SOC	4	8
L2 SOC	3	5
L3 SOC	1	2
Total	8	15
L1 Device Management	4	8
L2 Device Management	7	13
L3 Device Management	1	3
Total	12	24

Resources allocated as per shifts defined

Resource Type	Total Count	Morning Shift (7AM to 4PM)	Afternoon Shift (1PM to 10PM)	Night Shift (10PM to 7AM)	General Shift (10AM to 7PM)
L1 SOC	8	2	2	2	
L2 SOC	5	1	2	1	1
L3 SOC	2				2
L1 Device Management	8	2	2	2	
L2 Device Management	13	2	4	3	
L3 Device Management	3				3

Section B

Annexure N1 - Commercial Bid NPCI/RFP/2022-23/IT/05 dated 05-09-2022 (Bidder's Letter Head)

Table 1:

Engaging Agency for Managed Security Service partner at <u>SOC Monitoring</u>					
Sr	Role	Number of resources to be deployed	Unit Price per month (Rs)	Total for one year (12 months) (Rs)	Total for two(2) years (24 months) (Rs)
		(A1)	(B1)	$C1 = A1 \times B1 \times 12$	$D1 = C1 \times 2$
1	L1 Support Engineers -Monitoring- 24*7	8			
2	L2 Support Engineers Monitoring - 24*7 Management- 24*7	5			
3	L3 SOC Support Engineers Monitoring- 8*5 Management- 16*5	2			
4	Total Cost (T1)				

Table 2

Engaging Agency for Managed Security Service partner at <u>Device management</u>					
Sr	Role	Number of resources to be deployed	Unit Price per month (Rs)	Total for one year (12 months) (Rs)	Total for two(2) years (24 months) (Rs)
		(A2)	(B2)	$C2 = A2 \times B2 \times 12$	$D2 = C2 \times 2$
1	L1 Support Engineers Monitoring - 24*7	8			
2	L2 Support Engineers Monitoring - 24*7 Management- 24*7	13			
3	L3 SOC Support Engineers Monitoring - 8*5 Management- 16*5	3			
4	Total Cost (T2)				

Total Cost = T1+ T2

The bidder shall meet the requirements of Goods & Services Tax (GST)

(Amount in Rs)

All prices are exclusive of taxes.

Dated this..... Day of.....2022

(Signature)

(Name)

(In the capacity of)

Duly authorized to sign Bid for and on behalf of

Section B

Annexure N2 - Commercial Bid (as per Bidder estimate of Resources)

NPCI/RFP/2022-23/IT/05 dated 05-09-2022
(Bidder's Letter Head)

Table 1:

Engaging Agency for Managed Security Service partner at <u>SOC Monitoring</u>					
Sr	Role	Number of resources to be deployed	Unit Price per month (Rs)	Total for one year (12 months) (Rs)	Total for two(2) years (24 months) (Rs)
		(A1)	(B1)	$C1 = A1 \times B1 \times 12$	$D1 = C1 \times 2$
1	L1 Support Engineers -Monitoring- 24*7				
2	L2 Support Engineers Monitoring - 24*7 Management- 24*7				
3	L3 SOC Support Engineers Monitoring- 8*5 Management- 16*5				
4	Total Cost (T1)				

Table 2

Engaging Agency for Managed Security Service partner at <u>Device management</u>					
Sr	Role	Number of resources to be deployed	Unit Price per month (Rs)	Total for one year (12 months) (Rs)	Total for two(2) years (24 months) (Rs)
		(A2)	(B2)	$C2 = A2 \times B2 \times 12$	$D2 = C2 \times 2$
1	L1 Support Engineers Monitoring - 24*7				
2	L2 Support Engineers Monitoring - 24*7 Management- 24*7				
3	L3 SOC Support Engineers Monitoring - 8*5 Management- 16*5				
4	Total Cost (T2)				

Total Cost = T1+ T2

The bidder shall meet the requirements of Goods & Services Tax (GST)
(Amount in Rs)

All prices are exclusive of taxes.

Dated this..... Day of.....2022

(Signature)

(Name)

(In the capacity of)

Duly authorized to sign Bid for and on behalf of