

# Request for Proposal- Development, Implementation, Commissioning and Support Services of suitable cloud based solution for Credit Guarantee Management System (CGMS)

(RFP No: Ref. NABSanrakshan/88/ NTPL-10/2024-25 dated 23 August 2024)

## Corrigendum to RFP

Sr. No.	Reference	Existing	Modified
1	<b>7.10(e)</b>	To maintain the uptime of the 99.99% of the system post Go-Live; NABSanrakshan	To maintain the uptime of the 99.5% of the system post Go-Live; NABSanrakshan
2	<b>8.20.1: Confidentiality</b>	All confidential information (from either party) is deemed as confidential within 15 days of disclosure by the disclosing party. These confidentiality restrictions shall be for the term of the resultant contract and for a period of two years thereafter	All confidential information (from either party) is deemed as confidential from the date of disclosure by the disclosing party. These confidentiality restrictions shall be for the term of the resultant contract and for a period of two years thereafter
3	<b>8.24.2: Audit</b>	The Service Provider shall bear the cost of one audit per year by NABSanrakshan. If NABSanrakshan undertakes any subsequent audits in a relevant year, then the cost for such audits shall be borne by NABSanrakshan.	NABSanrakshan shall bear the cost of one or more than one audit in a relevant year.
4	<b>8.24.3: Audit</b>	Where any deficiency has been observed during audit of the selected Service Provider on the risk parameters finalized by NABSanrakshan or in the certification submitted by the auditors, it is agreed upon by the Service Provider that it shall correct/ resolve the same, within timelines prescribed by NABSanrakshan. In such instance, any cost incurred by NABSanrakshan in undertaking the audit, shall be	Where any deficiency has been observed during audit of the selected Service Provider on the risk parameters finalized by NABSanrakshan or in the certification submitted by the auditors, it is agreed upon by the Service Provider that it shall correct/ resolve the same, within timelines prescribed by NABSanrakshan at no additional cost.

		reimbursed by the Service Provider to NABSanrakshan immediately, and in no event later than 7 (seven) days from completion of audit report.	
5	<b>B.1. User Maintenance (Management) Module</b>		New Clause Added: Multi Factor Authentication along with self-password reset option is required.
6	<b>B.11- Reporting process / MIS / Dashboard:  Point No. 7</b>	Develop Business Intelligence (BI) dashboards using MS Power BI or any other solution. These dashboards should integrate with CGMS, providing role and profile-based data visibility and dynamic data analysis.	Develop Business Intelligence (BI) dashboards using appropriate reporting tools for the solution. These dashboards should integrate with CGMS, providing role and profile-based data visibility and dynamic data analysis.
7	<b>B.19 Application Deployment Requirements Point No. 1(B)</b>	DR site should be identical to DC.	Overall application availability should be 99.5% and there should be no loss of data in any circumstance. Bidder is free to decided RPO/RT0/DR based on SLA Requirements.
8	<b>B. 20: Technical Requirement Point No. 22(f)</b>	Direct network connection with cryptographic controls shall be implemented to secure the traffic between the cloud and on-premises environment.	While, NABSanrakshan would require only for 2 users to be covered under PIM / PAM, it is to be ensured that all privileged users of service provider access all resources only through PIM/PAM solution. Service provider to make an assessment of requirements accordingly.

(The above-mentioned changes are applicable for all the relevant sections of this RFP)