



भारतीय राष्ट्रीय भुगतान निगम  
NATIONAL PAYMENTS CORPORATION OF INDIA

Registered Office - 1001A, B Wing, 10th Floor, 'The Capital', Bandra Kurla Complex, Bandra (E), Mumbai - 400 051

**Corrigendum-4**

This is with reference to NPCI's RFP no. NPCI/RFP/2024-25/IT/05 dated 19.07.2024 - RFP for SLA based Managed IT services for DC operations (DC Infra, Cloud, SRE Chaos engineering & IT Networks) for period of 3 years. The prospective bidders may please note the following changes:

Sr.	Document Reference	Description	Existing RFP Clause	Amended clause vide this note
1.	Section 8 - Terms and Conditions (Ref: Page no. 29, Clause 8.13)	Service Level Requirements (SLA) & SLA Penalty	The Service/ deliverables agreed by the bidder will be reviewed after the end of every quarter and in case if the bidder fails to fulfil deliverables, NPCI reserves the right to terminate the Purchase Order and forfeit any or all the Performance Bank guarantees submitted to NPCI. The successful bidder has to provide the all the reports at the end of every quarter with all the details of the Services engaged. For detailed SLA & SLA Penalty please refer <b>Annexure - M</b> .	The Service/ deliverables agreed by the bidder will be reviewed after the end of every quarter and in case if the bidder fails to fulfil deliverables, NPCI reserves the right to terminate the Purchase Order and forfeit any or all the Performance Bank guarantees submitted to NPCI. The successful bidder has to provide the all the reports at the end of every quarter with all the details of the Services engaged. For detailed SLA & SLA Penalty please refer <b>Annexure - M</b> . SLA penalty shall be calculated as per the details provided in <b>Annexure-M</b> subject to maximum of 5% of the total PO value.
2.	Section 8 - Terms and Conditions (Ref: Page no. 30, Clause no 8.17)	Confidentiality	<p>The successful bidder shall treat the details of the PO and other contract documents executed between NPCI and the successful bidder as secret and confidential. The successful bidder shall execute separate NDA on the lines of the format provided in the Annexure Z hereof.</p> <p>In the event of disclosure of Confidential Information to a third party in violation of the provisions of this Clause, the Successful bidder shall use all reasonable endeavours to assist NPCI in recovering and preventing such third party from using, selling or otherwise disseminating of such information. The Parties' obligations under this Section shall extend to the non-publicizing of any dispute arising out of PO.</p> <p>The terms of this clause shall continue in full force and effect for a period of five (5) years from the</p>	Definition of Confidential Information. "Confidential Information" means information and data, of whatever nature, in whatever medium, whether now or hereafter developed, owned or acquired by NPCI or its affiliates ("Disclosing Party") that the Disclosing Party designates in writing as being confidential and discloses, whether directly or indirectly through a designee, to Bidder ("Receiving Party") or which, under the circumstances surrounding the disclosure ought in good faith to be treated as confidential by the Receiving Party and includes, without limitation, information in tangible or intangible form, including the terms of this RFP/PO, information relating to Disclosing Party's trade secrets (including program source code, object code and documentation, specifications, configurations), information related to Disclosing Party's business and finances, products or services, pricing, business plans, business processes, policies or practices, cybersecurity, technology and systems. Confidential Information shall not include any information that (i) is or becomes publicly available without Receiving Party's breach of confidentiality obligation owed to the Disclosing Party hereunder; (ii) became

			<p>date of disclosure of such Confidential Information.</p> <p>In the event of termination of this PO, upon written request of the NPCI, the successful bidder shall immediately return the Confidential Information of NPCI, or at the NPCI's option destroy any remaining Confidential Information and certify that such destruction has taken place.</p>	<p>known to Receiving Party, without obligation of confidentiality, prior to the Disclosing Party's disclosure of such information to Receiving Party pursuant to the terms of this RFP/Purchase Order; (iii) became known to Receiving Party on a non-confidential basis from a source that was authorized in writing to disclose the information publicly; and/or (iv) is independently developed by Receiving Party without reference to the Confidential Information; provided that the Receiving Party can demonstrate, by written record, that it lawfully developed the information at issue with no access to and without the benefit of the Confidential Information. Confidential Information shall include any non-public personal information and data.</p> <p>Receiving Party agrees and undertakes that it shall not, without first obtaining the written consent of the Disclosing Party, disclose or make available to any person, reproduce or transmit in any manner, or use (directly or indirectly) for its own benefit or the benefit of others, any Confidential Information save and except a Party may disclose any Confidential Information to its affiliates, it's or its affiliates' directors, officers and employees ("Representatives") only on a "need to know" basis to enable them to perform their respective obligations under this PO; provided that such persons have been informed of, and they have agreed to be bound by confidentiality obligations which are at least as strict as the confidentiality obligations of the Receiving Party hereunder. The Receiving Party agrees that it shall be solely and entirely responsible for any breach of the terms of this Purchase Order by itself, or by its Representatives.</p> <p>Receiving Party shall use the same degree of care and protection to protect the Confidential Information received by it from the Disclosing Party as it uses to protect its own Confidential Information of a like nature, and in no event such degree of care and protection shall be of less than a reasonable degree of care.</p> <p>All Confidential Information is provided by the Disclosing Party "as is" without any express or implied representation or warranty as to the accuracy or completeness of the Confidential Information. The Disclosing Party shall not be in any way responsible for any decisions or commitments made by Receiving Party in relying on the Disclosing Party's Confidential Information. The Disclosing Party assumes no responsibility for any loss or damages which may be suffered by the Receiving Party, its customers or any third parties on account of or arising from the Confidential Information.</p> <p>All Confidential Information disclosed or made available shall be</p>
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				<p>and shall remain the property of the Disclosing Party and the Disclosing Party retains all right, title, and interest in the Confidential Information.</p> <p>Upon expiry or earlier termination of this RFP/Purchase Order or at any time during its currency, at the request of the Disclosing Party, the Receiving Party shall promptly deliver to the Disclosing Party the Confidential Information and copies thereof in its possession or under its direct or indirect control, and shall destroy all memoranda, notes and other writings prepared by the Receiving Party or its Representatives based on the Confidential Information and promptly certify such destruction.</p> <p>In the event of disclosure of Confidential Information to a third party in violation of the provisions of this clause, the Receiving Party shall assist the Disclosing Party in recovering and preventing such third party from using, selling or otherwise disseminating of such information.</p> <p>Supplier's obligations under this clause shall extend to the non-publicizing of any dispute arising out of this RFP/PO.</p> <p>The terms of this clause shall survive the termination, cancellation, or expiry of this RFP/PO.</p>
3.	Section 8 - Terms and Conditions (Ref: Page no. 29, Clause no 8.12)	Penalty for default in delivery	In case the delay exceeds 10 days beyond the stipulated delivery period, NPCI reserves the right to cancel the Purchase Order without prejudice to other remedies available to NPCI under this Purchase Order.	In case the delay exceeds 10 days beyond the stipulated delivery period for the reasons solely attributable to the Bidder, NPCI reserves the right to cancel the Purchase Order without prejudice to other remedies available to NPCI under the Purchase Order.
4.	Section 8 - Terms and Conditions (Ref: Page no. 31, Clause no 8.21.b)	Exit option and contract re-negotiation	Notwithstanding the existence of a dispute, and/or the commencement of arbitration proceedings, the Bidder should continue to provide the facilities to NPCI at NPCI's locations.	Notwithstanding the existence of a dispute, and/or the commencement of arbitration proceedings, the Bidder should continue to provide the facilities to NPCI at NPCI's locations. NPCI will make payments for such undisputed services received with supporting signoff from NPCI officials on the same terms & conditions"
5.	Section 8 - Terms and Conditions (Ref: Page no. 32, Clause no 8.23.i)	Order Cancellation	Delay in delivery is beyond the specified period as set out in the Purchase Order before acceptance of the product; or,	Delay in delivery is beyond the specified period as set out in the Purchase Order before acceptance of the product for reasons solely attributable to the Bidder; or,
6.	Section 8 - Terms and Conditions (Ref: Page no. 27, Clause no 8.4)	Performance Bank Guarantee	The successful bidder shall, within 14 working days of receipt of Purchase Order, submit a Performance Bank Guarantee (PBG) as per format mentioned in Annexure 3, equal to 10% of total value of the Purchase order (exclusive of taxes), valid for term of the order, with a claim period of 12 (twelve) months from the date of expiry of the validity period of the Bank Guarantee (BG), as per	Supplier shall submit the Performance Bank Guarantee (PBG) on year on year basis and as per the guidelines laid down in this clause: Supplier shall, within 14 (fourteen) working days from the issuance of this Purchase Order, submit a Performance Bank Guarantee ("PBG 1") equal to 10% (ten percent) of the amount payable under this Purchase Order for Year 1 (exclusive of taxes), valid for 1 (one) year, with a claim period of 12 (twelve) months from the date of

			<p>statutory provisions in force. In case the successful bidder does not submit the PBG, NPCI shall be entitled to withhold an amount equal to the value of the PBG from the payments due to the successful bidder. PBG may be invoked in case of violation of any of the Terms and Conditions of this Purchase Order and in case of deficiency of the services provided by successful bidder.</p>	<p>expiry of the validity period of PBG 1, as per statutory provisions in force.  Supplier shall, prior to raising an invoice for Year 2, submit a Performance Bank Guarantee ("PBG 2") equal to 10% (ten percent) of the amount payable under the Purchase Order for Year 2 (exclusive of taxes), valid for 1 (one) year, with a claim period of 12 (twelve) months from the date of expiry of the validity period of PBG 2, as per statutory provisions in force. Similarly, for Year 3 the PBG will be submitted.  In case Supplier is not in a position to submit the PBG for any reason, Supplier shall submit a Demand Draft drawn in favor of NPCI for an amount equivalent to the PBG Value or electronically transfer an amount equivalent to the PBG Value for credit in NPCI's account. Details of NPCI's bank account will be furnished on request.  In case Supplier does not submit the PBG/ Demand Draft, NPCI shall be entitled to withhold an amount equal to the value of the PBG from the payments due to Supplier. Such holding of payments by NPCI shall not be a breach of its obligations under this Purchase Order.  NPCI reserves the right to invoke PBG in case of violation of any of the terms and conditions of this Purchase Order and also in case of deficiency of the Services provided by Supplier. A letter from NPCI stating that there has been breach of the terms or conditions of the Purchase Order or deficiency in services shall be sufficient to invoke the PBG. PBG shall be issued in the format prescribed under <b>Annexure A3</b>.</p>
7.	Section 4 - Eligibility Criteria (Ref: Page no. 17, Clause no 4.1.2)	Eligibility Criteria (Turnover & profitability)	Refer Exhibit - I	Refer Exhibit - I
8.	Section 4 - Eligibility Criteria (Ref: Page no. 17, Clause no 4.1.4)	Eligibility Criteria (Experience)	Refer Exhibit - I	Refer Exhibit - I
9.	Annexure H (Ref: Page no. 17, Clause no 4.1.4)	Eligibility Criteria Compliance	Refer Exhibit II	Refer Exhibit II
10.	Section 3 - Scope of Work (Ref: Page no. 14, Clause no 3.1.5)	Estimated number of resources	Refer Exhibit III	Refer Exhibit III
11.	Section 8 - Terms and Conditions (Ref: Page no. 53)	Delivery Schedule	<ul style="list-style-type: none"> <li>• Bidder to commence the work within 2 weeks from the issuance of PO date.</li> <li>• The service period will be 1 year from the date of work Commencement.</li> </ul>	<ul style="list-style-type: none"> <li>• Bidder to commence the onboarding of the resources within 2 weeks from the issuance of PO date.</li> <li>• Bidder to onboard at least 75% resources within 3 months from award of PO and balance 25% within 4 months from award of PO.</li> <li>• The service period will be 1 year from the date of work Commencement.</li> </ul>

**EXHIBIT- I: REVISED ELIGIBILITY CRITERIA**

RFP Reference No: NPCI/RFP/2024-2025/IT/05 dated 19.07.2024:

**4.1 Eligibility Criteria**

The Eligibility Criteria are furnished below:

Sr. No	Eligibility Criteria	MSME	Other than MSME
1	Registration and incorporation	<p>The bidder is a Company/ LLP registered in India under the Companies Act or Partnership under Partnership Act at least since <b>last 3 years</b>.</p> <p>a. In case the bidder is the result of a merger or acquisition, at least one of the merging companies should have been in operation for <b>at least 2 years</b> as on the date of submission of the bid.</p> <p>b. In case the bidder is the result of a demerger or hiving off, at least one of the demerged company or resulting company should have been in operation for <b>at least 2 years</b> as on the date of submission of bid.</p>	<p>The bidder is a Company/ LLP registered in India under the Companies Act or Partnership under Partnership Act <b>at least since last 5 years</b>.</p> <p>a. In case the bidder is the result of a merger or acquisition, at least one of the merging companies should have been in operation for <b>at least 5 years</b> as on date of submission of the bid.</p> <p>b. In case the bidder is the result of a demerger or hiving off, at least one of the demerged company or resulting company should have been in operation for <b>at least 5 years</b> as on the date of submission of bid.</p>
2	Turnover profitability	<p>The bidder should have reported minimum annual turnover of Rs.75 crores and should have reported profits (profit after tax) as per audited financial statements in at least 2 out of last 3 financial years.</p> <p><b>Please note audited financial statements are mandatory.</b> Further to clarify - Bidders who have audited financial statements for FY 2023-24 shall submit audited financial statements for FY 2021-22, FY 2022-23, FY 2023-24. The Bidders who do not have audited financial statements for FY 2023-24 shall submit audited financial statements for FY 2020-21, 2021-22, FY 2022-23.</p> <p>In case the bidder is the result of a merger or acquisition or demerger or hive off, due consideration shall be given to the past financial results of the merging entity or demerged entity as the case may be for the purpose of determining the minimum annual turnover for the purpose of meeting the eligibility criteria; should the bidder be in operation for a period of less than 2 financial years. For this purpose, the decision of NPCI will be treated as final and no further correspondence will be entertained on this.</p>	<p>The bidder should have reported the minimum annual turnover of Rs. 125 crores in each of the last 3 financial years and should have reported profits (profit after tax) as per audited financial statements in at least 2 out of latest 3 financial years.</p> <p><b>Please note audited financial statements are mandatory.</b> Further to clarify - Bidders who have audited financial statements for FY 2023-24 shall submit audited financial statements for FY 2021-22, FY 2022-23, FY 2023-24. The Bidders who do not have audited financial statements for FY 2023-24 shall submit audited financial statements for FY 2020-21, 2021-22, FY 2022-23.</p> <p>In case the bidder is the result of a merger or acquisition or demerger or hive off, due consideration shall be given to the past financial results of the merging entity or demerged entity as the case may be for the purpose of determining the minimum annual turnover for the purpose of meeting the eligibility criteria; should the bidder be in operation for a period of less than 2 financial years. For this purpose, the decision of NPCI will be treated as final and no further correspondence will be entertained on this.</p>

3	Governance - Statutory obligations	There shall be no continuing statutory default as on date of submitting the response to the tender. Necessary self-declaration along with extract of auditors' report.	There shall be no continuing statutory default as on date of submitting the response to the tender. Necessary self-declaration along with extract of auditors' report.
4	Experience	<p>5 years' Experience in providing similar Services</p> <p>a. In case the bidder is the result of a merger or acquisition, at least one of the merging companies should have experience in providing similar services for <b>at least 5 years</b> as on date of submission of the bid.</p> <p>b. In case the bidder is the result of a demerger or hiving off, at least one of the demerged company or resulting company should have experience in providing similar services for <b>at least 5 years</b> as on the date of submission of bid.</p>	<p>5 years' Experience in providing similar Services</p> <p>a. In case the bidder is the result of a merger or acquisition, at least one of the merging companies should have experience in providing similar services for <b>at least 5 years</b> as on date of submission of the bid.</p> <p>b. In case the bidder is the result of a demerger or hiving off, at least one of the demerged company or resulting company should have experience in providing similar services for <b>at least 5 years</b> as on the date of submission of bid.</p>
5	Blacklisting	Neither the OEM nor the Bidder should have been currently blacklisted by any Bank or institution in India or abroad	Neither the OEM nor the Bidder should have been currently blacklisted by any Bank or institution in India or abroad
6	Bid cost	The bidder has paid the bid cost as given in the RFP at the time of purchasing the bid document or has paid or submitted along with the bid submission.	The bidder has paid the bid cost as given in the RFP at the time of purchasing the bid document or has paid or submitted along with the bid submission.
7	Bid earnest money (EMD)	The Bidder has submitted PBG along with the bid submission for required EMD as mentioned in the RFP.	The Bidder has submitted PBG along with the bid submission for required EMD as mentioned in the RFP.

**EXHIBIT II - REVISED ANNEXURE H**

**Annexure H - Eligibility Criteria Compliance  
(Bidder's Letter Head)**

**RFP Reference No: NPCI/RFP/2024-2025/IT/05 dated 19.07.2024:**

Sr. No.	MSME	Other than MSME	Compliance Yes/No	Documentary proof to be attached
1.	<p>The bidder is a Company registered under the Companies Act/ Partnership / LLP at least since last three (3) years.</p> <p>a) In case the bidder is the result of a merger / acquisition, at least one of the merging companies should have been in operation for at least two (2) years as on date of submission of the bid.</p> <p>b) In case the bidder is the result of a demerger / hiving off, at least one of the demerged company or resulting company should have been in operation for at least two (2) years as on the date of submission of bid.</p>	<p>The bidder is a Company registered under the Companies Act/ Partnership / LLP at least since last five (5) years.</p> <p>a) In case the bidder is the result of a merger / acquisition, at least one of the merging companies should have been in operation for at least five (5) years as on date of submission of the bid.</p> <p>b) In case the bidder is the result of a demerger / hiving off, at least one of the demerged company or resulting company should have been in operation for at least five (5) years as on the date of submission of bid.</p>		<ol style="list-style-type: none"> <li>1. Certificate of incorporation</li> <li>2. MSME registration certificate (if applicable)</li> </ol>
2.	<p>The bidder should have reported minimum annual turnover of Rs.75 crores and should have reported profits (profit after tax) as per audited financial statements in at least 2 out of last 3 financial years.</p> <p><b>Please note audited financial statements are mandatory.</b> Further to clarify - Bidders who have audited financial statements for FY 2023-24 shall submit audited financial statements for FY 2021-22, FY 2022-23, FY 2023-24. The Bidders who do not have audited financial statements for FY 2023-24 shall submit audited financial statements for FY 2020-21, 2021-22, FY 2022-23.</p> <p>In case the bidder is the result of a merger or acquisition or demerger or hive off, due consideration shall be given to the past financial results of the merging entity or demerged entity as the case may be for the purpose of determining the minimum annual turnover for the purpose of meeting the eligibility criteria; should the bidder be in operation for a period of less than 2 financial years. For this purpose, the decision of NPCI will be treated as final and no further correspondence will be entertained on this.</p>	<p>The bidder should have reported the minimum annual turnover of Rs. 125 crores in each of the last 3 financial years and should have reported profits (profit after tax) as per audited financial statements in at least 2 out of latest 3 financial years.</p> <p><b>Please note audited financial statements are mandatory.</b> Further to clarify - Bidders who have audited financial statements for FY 2023-24 shall submit audited financial statements for FY 2021-22, FY 2022-23, FY 2023-24. The Bidders who do not have audited financial statements for FY 2023-24 shall submit audited financial statements for FY 2020-21, 2021-22, FY 2022-23.</p> <p>In case the bidder is the result of a merger or acquisition or demerger or hive off, due consideration shall be given to the past financial results of the merging entity or demerged entity as the case may be for the purpose of determining the minimum annual turnover for the purpose of meeting the eligibility criteria; should the bidder be in operation for a period of less than 2 financial years. For this purpose, the decision of NPCI will be treated as final and no further correspondence will be entertained on this.</p>		<p>Standalone financial audited financial statements</p> <ol style="list-style-type: none"> <li>1. Balance sheets</li> <li>2. Profit/ loss statement.</li> <li>3. Signed Statutory Auditor's Report</li> <li>4. Notes to Accounts and Schedules forming part of accounts to be submitted.</li> </ol>

3	5 years' Experience in providing similar Services a. In case the bidder is the result of a merger or acquisition, at least one of the merging companies should have experience in providing similar services for at least 5 years as on date of submission of the bid. b. In case the bidder is the result of a demerger or hiving off, at least one of the demerged company or resulting company should have experience in providing similar services for at least 5 years as on the date of submission of bid.	5 years' Experience in providing similar Services a. In case the bidder is the result of a merger or acquisition, at least one of the merging companies should have experience in providing similar services for at least 5 years as on date of submission of the bid. b. In case the bidder is the result of a demerger or hiving off, at least one of the demerged company or resulting company should have experience in providing similar services for at least 5 years as on the date of submission of bid.		Self-Declaration to be signed by authorized signatory.
4	There shall be no continuing statutory default as on date of submitting the response to the tender. Necessary self-declaration along with extract of auditors' report.	There shall be no continuing statutory default as on date of submitting the response to the tender. Necessary self-declaration along with extract of auditors' report.		Self-declaration to be provided by Bidder
5	Neither the OEM nor the Bidder should have been currently blacklisted by any Bank or institution in India or abroad	Neither the OEM nor the Bidder should have been currently blacklisted by any Bank or institution in India or abroad		Declaration from OEM as per Annexure D on company letter head (if applicable)-
6	The bidder has paid the bid cost as given in the RFP at the time of purchasing the bid document or has paid or submitted along with the bid submission in case the bid document is downloaded from the NPCI website.	The bidder has paid the bid cost as given in the RFP at the time of purchasing the bid document or has paid or submitted along with the bid submission in case the bid document is downloaded from the NPCI website.		Remittance proof of Electronic Transfer in favor of NPCI. While transferring <u>bid cost</u> from the bidder's Bank account to NPCI bank account, the bidder shall mention the <u>RFP number and RFP description in the transfer details</u> , failing which the bid is liable to be rejected.
7	The Bidder has submitted PBG along with the bid submission for required EMD as mentioned in the RFP.	The Bidder has submitted PBG along with the bid submission for required EMD as mentioned in the RFP.		While sending <u>EMD in the form of Bank Guarantee</u> , the bidder shall clearly mention the <u>RFP number and RFP description on the Bank Guarantee document as wells as on envelop</u> , failing which the bid is liable to be rejected.

Dated this..... Day of.....2024

(Signature)

(Name)

Duly authorized to sign Bid for and on behalf of

(In the capacity of)



**EXHIBIT III - Revised Estimated number of resources**

RFP Reference No: NPCI/RFP/2024-2025/IT/05 dated 19.07.2024:

**3.1.5 Estimated number of resources:**

Below tables gives minimum no. of resources as per NPCI. However, bidder(s) is (are) required to estimate the number of resources including category of resources (L1, L2, L3) required to deliver SLA based managed IT services with 24x7x365 (3 shifts) DC operations at Hyderabad and Chennai.

Hyderabad												
Category of Resources	Network & Cloud			Infra (Data Centre & Cloud)			SRE				For Off-Week Mgmt.	Total
	6am to 3pm	2pm to 11pm	10pm to 7am	6am to 3pm	2pm to 11pm	10pm to 7am	6am to 3pm	2pm to 11pm	10pm to 7am	General		
L1 Support	1	1	1	2	2	2					8	17
L2 Support	3	3	3	1	1	1	1	1	1	1	10	26
L3 Support	1	1	1	1	1	1					4	10
<b>Total</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>22</b>	<b>53</b>

Chennai (Sirsuri)												
Category of Resources	Network & Cloud			Infra (Data Centre & Cloud)			SRE				For Off-Week Mgmt.	Total
	6am to 3pm	2pm to 11pm	10pm to 7am	6am to 3pm	2pm to 11pm	10pm to 7am	6am to 3pm	2pm to 11pm	10pm to 7am	General		
L1 Support	1	1	1	1	1	1					5	11
L2 Support	2	2	2	1	1	1	1	1	1	1	7	20
L3 Support	1	1	1	1	1	1					4	10
<b>Total</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>16</b>	<b>41</b>

Chennai (STT)												
Category of Resources	Network & Cloud			Infra (Data Centre & Cloud)			SRE				For Off-Week Mgmt.	Total
	6am to 3pm	2pm to 11pm	10pm to 7am	6am to 3pm	2pm to 11pm	10pm to 7am	6am to 3pm	2pm to 11pm	10pm to 7am	General		
L1 Support	1	1	1	1	1	1					4	10
L2 Support											0	0
L3 Support											0	0
<b>Total</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>-</b>	<b>-</b>	<b>-</b>		<b>4</b>	<b>10</b>

Grand Total (Hyderabad +Chennai Sirsuri+ Chennai STT)												
Category of Resources	Network & Cloud			Infra (Data Centre & Cloud)			SRE				For Off-Week Mgmt.	Total
	6am to 3pm	2pm to 11pm	10pm to 7am	6am to 3pm	2pm to 11pm	10pm to 7am	6am to 3pm	2pm to 11pm	10pm to 7am	General		
L1 Support	3	3	3	4	4	4	0	0	0	0	17	38
L2 Support	5	5	5	2	2	2	2	2	2	2	17	46
L3 Support	2	2	2	2	2	2	0	0	0	0	8	20
<b>Total</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>8</b>	<b>8</b>	<b>8</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>42</b>	<b>104</b>