

## Corrigendum-I

### RFP for engagement of Consultant for managing the Selection of Loyalty Programme Manager for Enterprise Wide Loyalty Program of State Bank of India

Sr	Page	Section/Clause	Existing Clause	Revised Clause
1	49	Annexure E- Scope of Work and Payment schedule	Defining the scope of work, Accrual, Redemption & Pricing Model, Margin Sharing model, Payment Schedule, terms and conditions, Total Cost of ownership for the Bank, incorporating features for Customer Engagement prevailing both domestically and internationally for wider participation of bidders.	Defining the scope of work, Accrual, Redemption & Pricing Model, Margin Sharing model, Payment Schedule, terms and conditions, Total Cost of ownership for the Bank, incorporating features for Customer Engagement prevailing both domestically and internationally for wider participation of bidders. Scope will cover all payment products in SBI that offer loyalty/Rewards to the Customers.
2	50	Annexure E- Scope of Work and Payment schedule	After successful onboarding of the Loyalty Programme Manager, the bidder will raise an invoice on the Bank for net payment (excluding penalty amount if any) of contract value. (the payment will be made to the consultant after 15 days of receipt of the invoice).	<b>Revised Payment Terms:</b> 1st tranche -20% after successful floating of the RFP 2nd tranche-20% after evaluation of the bids 3rd tranche-40% after successful onboarding of the program vendor

				4th tranche- Balance payment after start of the work by the onboarded Program Manager.
3	88	Annexure-A Term of the Project – Project Schedule; Milestones and delivery locations	<p>Completion of the RFP work within 2 months.</p> <p>After completion of RFP, onboarding of the Loyalty Program Manager within next one month.</p> <p>The consultant will depute its eligible dedicated team who have requisite experience in the domain at the Bank premises on its own expenses, as per the requirement of the Bank. The team will work in close coordination with different stakeholder departments of the Bank.</p> <p>VPN connections as per Bank’s Policy may be provided to the staff of the Consultant to ensure availability of Laptops/Desktops at Bidder’s own cost as per Bank’s specification/ configuration.</p>	<p>Completion of the RFP work within 2 months.</p> <p>After completion of RFP, onboarding of the Loyalty Program Manager within next one month.</p> <p>The consultant will depute its eligible dedicated team who have requisite experience in the domain at the Bank premises on its own expenses, as per the requirement of the Bank. The team will work in close coordination with different stakeholder departments of the Bank.</p> <p>VPN connections as per Bank’s Policy may be provided to the staff of the Consultant to ensure availability of Laptops/Desktops at Bidder’s own cost as per Bank’s specification/ configuration.</p> <p>The proposed team to report and work from any location in Mumbai and Suburbs/Navi Mumbai as advised by the Bank from time to time.</p>

4	50	Appendix-E - Regulatory / Compliance Requirements	To comply the guidelines of the of various regulatory authorities in the country to draft and float the RFP and onboarding of the Program manager which includes Central Bureau of Investigation (CVC), IBA, RBI, SBI, etc	To comply the guidelines of the of various regulatory authorities in the country to draft and float the RFP and onboarding of the Program manager which includes CVC, IBA, RBI, SBI, etc																				
5	55	Annexure H-  Penalty for  non-  performance of  the consultant	<b>Revised Penalty Clause</b>																					
			<table border="1"> <thead> <tr> <th data-bbox="464 542 558 613">Sr.</th> <th data-bbox="558 542 1247 613">Service level of category</th> <th data-bbox="1247 542 1520 613">Measure</th> <th data-bbox="1520 542 1976 613">Penalty Calculation*</th> </tr> </thead> <tbody> <tr> <td data-bbox="464 613 558 748">1.</td> <td data-bbox="558 613 1247 748">Absence of any member from attending office, meeting, presentation, etc.</td> <td data-bbox="1247 613 1520 748">Any instance/Per member</td> <td data-bbox="1520 613 1976 748">Rs.10,000/-</td> </tr> <tr> <td data-bbox="464 748 558 954">2.</td> <td data-bbox="558 748 1247 954">Delay in drafting and non-assistance in drafting RFP, Non submission of Required reports/deliverable, etc.</td> <td data-bbox="1247 748 1520 954">Any instance</td> <td data-bbox="1520 748 1976 954">Rs.10,000/-</td> </tr> <tr> <td data-bbox="464 954 558 1224">3.</td> <td data-bbox="558 954 1247 1224">Delay in submission of reports/deliverables. Reports/deliverables if not backed by proper research, scrutiny, evidence and not in line as per the bank's Requirement/satisfaction.</td> <td data-bbox="1247 954 1520 1224">Any instance</td> <td data-bbox="1520 954 1976 1224">5% of the amount payable to the consultant</td> </tr> <tr> <td data-bbox="464 1224 558 1354">4.</td> <td data-bbox="558 1224 1247 1354">Delay in floating the RFP and non-adherence to the timelines (delay attributable to the vendor.)</td> <td data-bbox="1247 1224 1520 1354">Any instance</td> <td data-bbox="1520 1224 1976 1354">10% of the amount payable to the Consultant</td> </tr> </tbody> </table>	Sr.	Service level of category	Measure	Penalty Calculation*	1.	Absence of any member from attending office, meeting, presentation, etc.	Any instance/Per member	Rs.10,000/-	2.	Delay in drafting and non-assistance in drafting RFP, Non submission of Required reports/deliverable, etc.	Any instance	Rs.10,000/-	3.	Delay in submission of reports/deliverables. Reports/deliverables if not backed by proper research, scrutiny, evidence and not in line as per the bank's Requirement/satisfaction.	Any instance	5% of the amount payable to the consultant	4.	Delay in floating the RFP and non-adherence to the timelines (delay attributable to the vendor.)	Any instance	10% of the amount payable to the Consultant	
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			<b>5.</b> Delay in onboarding of loyalty program manager for Enterprise Wide Loyalty Program of the Bank. (delay attributable to the vendor.)	Any instance	10% of the amount payable to the Consultant	
<b>*Total penalty amount will be capped at 10% of the amount payable to the Consultant.</b>						