

CORRIGENDUM-1																					
REF: RFP No.: SB/TB-S&SP/PS/CARDS/2024-25/001																					
RFP FOR PROCUREMENT PROCESSING AND PERSONALISATION OF RUPAY WEARABLES (KEY CHAIN, NFC STICKER AND SILICON BAND)																					
Sl. No	RFP Page No	RFP Clause No.	RFP Clause Name	RFP Existing Clause	Revised Clause																
1	60	5	APPENDIX- B1 SECURITY CONTROLS	5. Whether suitable Security certifications (ISO, PCI-DSS, SOC1 and SOC2 etc) of the security posture at vendor environment are in place?	5. Whether suitable Security certifications (ISO, PCI-DSS, PCI-CP, SOC1 and SOC2 etc) of the security posture at vendor environment are in place?																
2	77 & 122	2 & Annexure A	APPENDIX- E1 & ANNEXURE-A OTHER STIPULATIONS & PENALTIES	<p>2. NON-ADHERENCE TO TAT Delay in personalization after receipt of emboss file and handing over the same to Speed-Post/Courier</p> <table border="1"> <thead> <tr> <th>Type</th> <th>TAT</th> <th>Delay after completion of TAT</th> <th>Penalty Amount (Per wearable per day flat*) in Rs.</th> </tr> </thead> <tbody> <tr> <td rowspan="3">Wearable (each quantity)</td> <td>1 Day/2 days</td> <td>No Delay Up to 1 Day More than 1 Day</td> <td>NA 10.00 20.00</td> </tr> </tbody> </table> <p>* If delay is 1 day penalty will be Rs.10; If delay is 2 days, penalty will be Rs.20 per day i.e., Rs.40/-. Turn Around Time shall be as under: For regular per day issuance volume up to 10,000 (per item) = 1 day For regular per day issuance volume above 10,000 (per item) = 2 days (excluding India Post holidays) from receipt of emboss file to delivery to Speed Post/courier(s) Cut off time of the day for the purpose of TAT will be 1700 Hrs., vendor should be able to make arrangement for issuance and dispatch of priority items within 12 hours of the receipt of emboss files</p>	Type	TAT	Delay after completion of TAT	Penalty Amount (Per wearable per day flat*) in Rs.	Wearable (each quantity)	1 Day/2 days	No Delay Up to 1 Day More than 1 Day	NA 10.00 20.00	<p>2. NON-ADHERENCE TO TAT Delay in personalization after receipt of emboss file and handing over the same to Speed-Post/Courier</p> <table border="1"> <thead> <tr> <th>Type</th> <th>TAT</th> <th>Delay after completion of TAT</th> <th>Penalty Amount (Per wearable per day flat*) in Rs.</th> </tr> </thead> <tbody> <tr> <td rowspan="3">Wearable (each quantity)</td> <td>1 Day/2 days</td> <td>No Delay Up to 1 Day More than 1 Day</td> <td>NA 5.00 10.00</td> </tr> </tbody> </table> <p>* If delay is 1 day penalty will be Rs.5; If delay is 2 days, penalty will be Rs.10 per day i.e., Rs.20/-. Turn Around Time shall be as under: For regular per day issuance volume up to 5,000 (per item) = 1 day For regular per day issuance volume above 5,000 (per item) = 2 days (excluding India Post holidays) from receipt of emboss file to delivery to Speed Post/courier(s) Cut off time of the day for the purpose of TAT will be 1700 Hrs., vendor should be able to make arrangement for issuance and dispatch of priority items within 12 hours of the receipt of emboss files.</p>	Type	TAT	Delay after completion of TAT	Penalty Amount (Per wearable per day flat*) in Rs.	Wearable (each quantity)	1 Day/2 days	No Delay Up to 1 Day More than 1 Day	NA 5.00 10.00
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3		29	28	WARRANTY	ii. On site comprehensive warranty for the Product would include free replacement of wearables, parts, kits, resolution of problem, if any, in Product.	ii. On site comprehensive warranty for the Product would include free replacement of wearables, parts, kits, resolution of problem, if any, in product (wearables) for a period of six months from date of delivery to customer.															
4		30	29	DELIVERY INSTALLATION AND COMMISSIONING	<p>ii. Service Provider will have to supply the Product(s) in 'Factory Sealed Boxes' with System OEM seal.</p> <p>vii. The details of the documents to be furnished by Service Provider are specified hereunder: -</p> <p>(a) 2 copies of Vendor's Invoice showing contract number, products description, quantity, unit price and total amount.</p> <p>(b) Delivery Note or acknowledgement of receipt of Products from the consignee or in case of products from abroad, original and two copies of the negotiable clean Airway Bill.</p> <p>(c) 2 copies of packing list identifying contents of each of the package.</p> <p>(d) Insurance Certificate.</p> <p>(e) Manufacturer's warranty certificate.</p>	To be Removed															
5	57	5	APPENDIX -B BIDDER'S ELIGIBILITY CRITERIA	Bidder should have experience of minimum 3 years in providing the required Products/Services as per RFP or in the field of supply and personalization of EMV Chip Based Credit/Debit Banking Cards of MasterCard, RuPay and VISA Networks in India without any disqualification in the preceding three Financial Years i.e, April 2020 to April 2023.	Bidder should have experience of minimum 3 years in providing the required Products/Services as per RFP or in the field of supply and personalization of EMV Chip Based Credit/Debit Banking Cards of MasterCard, RuPay and VISA Networks in India without any disqualification in the preceding three Financial Years i.e, April 2020 to March 2023.																
6	73 & 99	xx & v.	APPENDIX-E & APPENDIX-K SCOPE OF WORK & SERVICE LEVEL AGREEMENT	Selected vendors must station a representative permanently at GITC as per Bank's working days for vendor specific help desk related activities and co-ordination with concerned departments of GITC. Representatives should handle complaints and clarifications related to non-delivery/dispatch status of wearables under supervision of Complaints Management Department. Infrastructural support for this shall be provided by SBI.	Selected vendors must provide dedicated resource to Bank on all days for vendor specific help desk related activities in co-ordination with Bank. Dedicated resource should also handle complaints and clarifications related to non-delivery/dispatch status of wearables under supervision of Complaints Management Department.																
7	75 & 100	xii & 3.4	APPENDIX-E & APPENDIX-K SCOPE OF WORK & SERVICE LEVEL AGREEMENT	Specification for wearable box and collaterals	Paragraph added: The Chip used in any of the wearables/product should comply with NPCI guidelines. Specification of physical form factor of all wearable product must comply to the NPCI technical and other requirements. Chip and form factors is required to be tested and approved by NPCI.																
8	3	9	SCHEDULE OF EVENTS	Indicative Price BID of technically qualified bidders only will be open on 21.06.2024 at 3:00 PM	Indicative Price BID of technically qualified bidders only will be open on 26.06.2024 at 3:00 PM																
9	87	3	APPENDIX-I OTHER TERMS AND PENALTIES	3. On-site comprehensive warranty and AMC (if opted). The warranty and AMC (if opted) would be on-site and comprehensive in nature and back to back support from the OEM. Vendor will warrant all the hardware and Wearable against defects arising out of faulty design, materials and media workmanship etc. for a specified warranty period. Vendor will provide support for operating systems and other preinstalled Wearable components during the warranty period of the hardware on which these Wearable & operating system will be installed. Vendor shall repair or replace worn out or defective parts including all plastic parts of the Equipment at his own cost including the cost of transport	AMC not required																
10	22	18	EVALUATION OF INDICATIVE PRICE BIDS AND FINALIZATION:	(vi) All wearables to be procured shall strictly conform to the International Standard set vide ISO/IEC FDIS 7810:2003(E) & ISO/IEC 7816-4:2013	All wearables to be procured shall strictly conform to the International Standards, if any																