REQUEST FOR PROPOSAL/LIMITED TENDER ENQUIRY FOR PROCUREMENT OF SERVICES FOR DEVELOPMENT / CUSTOMIZATIONS, OPERATIONS & MAINTENANCE OF SBI CORPORATE WEBSITES AND FOREIGN OFFICES WEBSITES DEVELOPED UNDER LIFERAY DXP, ALONG WITH ANY OTHER INTERNAL WEBSITES VIZ. SBI TIMES, E-CIRCULAR, ESSCOM, CAG ONLINE & SUSTAINABILITY etc., ON T&M BASIS AT ITS ONSITE LOCATION.

Ref: SBI/GITC/SP1/2024/2025/1152 Dated : 30/05/2024

Note: This is closed RFP and participation in this RFP is by invitation only and is limited to the selected Bidders. Unsolicited bids will not be considered by the Bank.

Corrigendum I
Dated : 15.06.2024

Special Projects 1
State Bank Global IT Center,
Nexus Seawoods, Tower 1, 2 Floor, C Wing,
Sector 40, Nerul East, Navi Mumbai – 400706.

| | | | Corrigendum No 1 to RFP No: **SBI/GITC/SP1/2024/2025/1152 Dated : 30/05/2024**. We mention the following changes(revisions) in the aforementioned RFP Document:- | |

Sl. No	RFP Page No	RFP Clause No/Name	Existing	Revised
1	21	Services	ii. Service Provider shall provide and implement patches/ upgrades/updates for hardware/software/ operating System / middleware etc as and when released by them/ OEM or as per requirements of the Bank. Service Provider should bring to notice of the Bankall releases/ version changes.	ii. Service Provider shall provide and implement patches/ upgrades/ updates for software/ operating System / middleware etc as and when released by them/ OEM or as per requirements of the Bank. Service Provider should bring to notice of the Bank all releases/ version changes.
2	21	Services	iii. Service Provider shall obtain a written permission from the Bank before applying any of the patches/ upgrades/ updates. Bidder has to support older versions of the hardware/software/ operating system /middleware etc in case the Bank chooses not to upgrade to latest version.	iii. Service Provider shall obtain a written permission from the Bank before applying any of the patches/ upgrades/ updates. Bidder has to support older versions of the software/ operating system /middleware etc in case the Bank chooses not to upgrade to latest version.
3	21	Services	iv. Service Provider shall provide maintenance support for hardware/software/operating system/ middleware over the entire period of Contract.	iv. Service Provider shall provide maintenance support for software/ operating system/ middleware over the entire period of Contract.
4	21	Services	v. Service Provider shall support the product or specified hardware/software during the period of Contract as specified in Scope of work in this RFP.	v. Service Provider shall support the product or specified software during the period of Contract as specified in Scope of work in this RFP.

5	21	Services	vi. During the support period, Service Provider shall ensure that services of professionally qualified personnel are available for providing comprehensive on-site maintenance of the product or specified hardware/software and its components as per the Bank's requirements. Comprehensive maintenance shall include, among other things, day to day maintenance of the product or specified hardware/software a reloading of firmware/software, compliance to security requirements, etc. when required or in the event of system crash/malfunctioning, arranging and configuring facility as per the requirements of the Bank, fine tuning, system monitoring, log maintenance, etc. Service Provider shall provide services of an expert engineer at SBI GITC, Belapur or at other locations wherever required, whenever it is essential. In case of failure of product or specified hardware/software, Service Provider shall ensure that product or specified hardware/software is made operational to the full satisfaction of the Bank within the given timelines.	vi. During the support period, Service Provider shall ensure that services of professionally qualified personnel are available for providing comprehensive on-site maintenance of the product or specified software and its components as per the Bank's requirements. Comprehensive maintenance shall include, among other things, day to day maintenance of the product or specified software a reloading of firmware/software, compliance to security requirements, etc. when required or in the event of system crash/malfunctioning, arranging and configuring facility as per the requirements of the Bank, fine tuning, system monitoring, log maintenance, etc. Service Provider shall provide services of an expert engineer at SBI GITC, Belapur or at other locations wherever required, whenever it is essential,In case of failure of product or specified software, Service Provider shall ensure that product or specified software is made operational to the full satisfaction of the Bank within the given timelines.
6	21	Services	vii. In the event of product or specified hardware/software break down or failures at any stage, protection available, which would include the following, shall be specified.	vii. In the event of product or specified software break down or failures at any stage, protection available, which would include the following, shall be specified.
7	21	Services	vii. In the event of product or specified hardware/software break down or failures at any stage, protection available, which would include the following, shallbespecified. (a) Diagnostics for identification of product or specified hardware/software failures . (d) Backup of product or specified hardware/software / configuration.	vii. In the event of product or specified software break down or failures at any stage, protection available, which would include the following, shall be specified. (a) Diagnostics for identification of product or specified software failures. (d) Backup of product or software / configuration

8	37 and 76	Description of Services and SLA	**Functional testing** 1. The Bidder to ensure that the test results reflect the requirements defined by Business Unit under Business requirement Document report. 2. The Bidder shall submit a report capturing the results of successful testing and submit a report demonstrating its successful completion.	**Functional Testing** Out of Bidder's scope
9	52 and 82	Appendix I and Annexure E	Note: (a) If the RTO achieved crosses the time stipulated in the DR Plan, it will be considered under downtime penalty.	Note: (c) If the RTO achieved crosses the time stipulated in the DR Plan attributed to performance or negligence of resources, it will be considered under downtime penalty.
10	52 and 82	Appendix I and Annexure E	Patch deployment (deployment of application patches in PR/DR across Corporate Website, FO websites and other Applications): If application patches are deployed beyond 72 Hours of release - Rs.1000 per day penalty will be levied.	Patch deployment (deployment of application patches in PR/DR across Corporate Website, FO websites and other Applications): If application patches are deployed beyond 72 Hours of release, attributed to performance or negligence of resources - Rs. 1000 per day penalty will be levied.
11	68	6.2	Service Provider hereby undertakes the responsibility to take all possible measures, at no additional cost, to avoid or rectify any issues which thereby results in non-performance of software/ hardware/ deliverables within reasonable time. The Bank shall report as far as possible all material defects to Service Provider without undue delay. Service Provider also undertakes to co-operate with other service providers thereby ensuring expected performance covered under scope of work.	Service Provider hereby undertakes the responsibility to take all possible measures, at no additional cost, to avoid or rectify any issues which thereby results in non-performance of software/deliverables within reasonable time. The Bank shall report as far as possible all material defects to Service Provider without undue delay. Service Provider also undertakes to co-operate with other service providers thereby ensuring expected performance covered under scope of work.

12	38 and 76	Performance Monitoring	**Performance Monitoring** The Bidder is required to update/fine tune the configuration/specifications, to achieve the required system / application response times as indicated below, keeping in view that up to 24000 concurrent users per minute (with increase of 20% per year) would be connected to the system. The required response time and performance standards shall be maintained throughout the contract period. Bidder is expected to carry out performance testing and share the result with the Bank periodically, throughout the contract period. In case, the implemented solutions do not meet the required response time, the Bidder is required to carry out upgradation /augmentation in the software/hardware to get the desired outcome.	**Performance Monitoring** The Bidder is required to update/fine tune the configuration/specifications, to achieve the required system / application response times as indicated below, keeping in view that up to 24000 concurrent users per minute (with increase of 20% per year) would be connected to the system. The required response time and performance standards shall be maintained throughout the contract period. In case, the implemented solutions do not meet the required response time, the Bidder is required to carry out upgradation /augmentation in the software to get the desired outcome.
13	77	5.1	Service provider shall maintain and upgrade the software/ hardware during the contract period so that the software/ hardware shall, at all times during the contract period, meet the performance requirements as set forth in this Agreement. Service Provider shall, at no cost to the Bank, promptly correct any and all errors, deficiencies and defects in the software/hardware.	Service provider shall maintain and upgrade the software during the contract period so that the software shall, at all times during the contract period, meet the performance requirements as set forth in this Agreement. Service Provider shall, at no cost to the Bank, promptly correct any and all errors, deficiencies and defects in the software.
14	87	5.1	Service Provider agrees to provide the Bank with details of the Subcontracts (if permitted by the Bank) used in the provision of the Services. Service Provider will not restrain or hinder its Subcontractors from entering into agreements with other prospective service providers for the delivery of supplies or services to the Replacement SERVICE PROVIDER.	This clause is deleted.
15	2	Last date and time for Bid submission :	Upto 16:00(time) on 20/06/2024 (date)	Upto 16:00(time) on 27/06/2024 (date)
16	3	Date and Time of opening of Technical Bids:	16:30 (time) on 20/06/2024 (date)	16:30 (time) on 27/06/2024 (date)

Authorised Signatory
15.06.2024