

**REQUEST FOR PROPOSAL LIMITED TENDER ENQUIRY
FOR PROCUREMENT OF RESOURCES FROM EMPANELED VENDORS FOR HANDLING IT-RELATED
COMPLAINTS ACTIVITIES.**

Ref: SBI/GITC/Complaints Management/2024/2025/1288 dated: 07/03/2025

**State Bank Of India
IT-Complaints Management Department,
State Bank Global IT Centre,
Second Floor, Kapas Bhawan, sector-10, CBD Belapur,
Navi Mumbai, Maharashtra - 400614**

Corrigendum No. 1 – Dated 18-03-2025

Please note the following changes have been done in RFP No. SBI/GITC/Complaints Management/2024/2025/1288 dated: 07/03/2025:

1. The following changes have been done in the ‘Schedule of Events’:

Page No	Sl. No.	Clause Name	Existing		Revised	
4	13	Bank Guarantee	5% of the total value of contract.	Performance Security in form of BG should be valid for 1(One) year(s) and 3(Three) months from the effective date of the Contract	5% of the total value of contract.	Performance Security in form of BG should be valid for 3(Three) years and 3(Three) months from the effective date of the Contract

* The serial number is as per the ‘Schedule of Events’ table in the published RFP document.