

REQUEST FOR PROPOSAL LIMITED TENDER ENQUIRY
FOR PROCUREMENT OF RESOURCES FROM EMPANELED
VENDORS FOR HANDLING DIGITAL COMPLAINTS
RELATED TO DIFFERENT IT-CHANNELS.

Ref: SBI/GITC/Complaints Management/2025/2026/1364
State Bank Of India

IT-Complaints Management Department,
State Bank Global IT Centre,
15th Floor, Rupa Solitaire, Mahape,
Mumbai, Maharashtra - 400710

Corrigendum No. 1 – Dated 08-08-2025

Please note the following changes have been done in RFP No. SBI/GITC/Complaints Management/2025/2026/1364.

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

Page No	Sl. No.	Clause Name	Existing	Revised
3	6	Last date and time for Bid submission	Up to 2.00 PM on 07.08.2025 (Thursday)	Up to 2.00 PM on 13.08.2025 (Wednesday)
3	8	Date and Time of opening of Technical Bids	4.00 P.M on 07.08.2025 (Thursday) Authorized representatives of Bidders may be present online during opening of Technical Bids. However, Technical Bids would be opened even in the absence of any or all of Bidders representatives.	4.00 P.M on 13.08.2025(Wednesday) Authorized representatives of Bidders may be present online during opening of the Technical Bids. However, Technical Bids would be opened even in the absence of any or all of Bidders representatives.

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