



**CORRIGENDUM-III
DATE- 26.06.2024**

**REQUEST FOR PROPOSAL
FOR PROCUREMENT OF SOFTWARE SOLUTION AND SERVICE FOR
SETTLEMENT AND RECONCILIATION OF ATM CARD, DEBIT CARD, PREPAID
CARDS AND METRO CARDS TRANSACTIONS**

RFP NO SBI/GITC/IT-DCR/2024/2025/1151 DATE 29.05.2024

**DY GENERAL MANAGER (IT-DCR)
STATE BANK OF INDIA, CORPORATE CENTRE,
4TH FLOOR, RAILWAY STATION BUILDING,
CBD BELAPUR NAVI MUMBAI-400614**

| Sl. No. | RFP Page Number | RFP Para | Existing Clause | Revised Clause |
|---------|-----------------------------|--|--|---|
| 1. | Page No. 2 Sl. No. 6 | Last date and time for Bid submission | Upto 16:00 Hours on 29.06.2024 | Upto 16:00 Hours on 10.07.2024 |
| 2 | Page No. 3 Sl. No. 8 | Date and Time of opening of Technical Bids | 17:00 Hours on 29.06.2024 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 the Bidder representatives. | 17:00 Hours on 10.07.2024 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 the Bidder representatives. |
| 3 | 37 | INTELLECTUAL PROPERTY RIGHTS AND OWNERSHIP Point vi | Service Provider shall grant the Bank a fully paid-up, irrevocable, exclusive, unlimited, perpetual license throughout the territory of India or abroad to access, replicate and use software provided by Service Provider, including all inventions, designs and marks embodied therein perpetually. The source code /object code /executable code and compilation procedures of the Software Solution made under this agreement are the proprietary property of the Bank and as such Service Provider shall make them available to the Bank after successful User Acceptance Testing. Service Provider agrees that the Bank owns the entire right, title and interest to | Service Provider shall grant the Bank a fully paid-up, irrevocable, non-exclusive, unlimited, perpetual license throughout the territory of India or abroad to access, replicate and use software provided by Service Provider, including all inventions, designs and marks embodied therein perpetually. The source code / object code / executable code and compilation procedures of the Software Solution should be placed under an Escrow arrangement. All necessary documentation in this behalf should be made available to the Bank. In case of Escrow arrangement, complete details and the location and the terms and conditions applicable for escrow must be specified. Any update or |

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| | | | any inventions, designs, discoveries, writings and works of authorship, including all Intellectual Property Rights, copyrights. Any work made under this agreement shall be deemed to be 'work made for hire' under any Indian/U.S. or any other applicable copyright laws. | upgrade to source code should be informed and brought under Escrow or made available to the Bank. |
| Sl. No. | RFP Page Number | RFP Para | Existing Clause | Revised Clause |
| 4 | 54 | Eligibility criteria S. No. 3 Documents to be submitted | Copy of the audited financial statement for required financial years. (Certificate from statutory auditor for preceding/current _____ year may be submitted.) | Bidder to submit audited financial statements for Financial Years 2020-21, 2021-22, 2022-23 Or Bidder to submit audited financial statements for Financial Years 2021-22, 2022-23, 2023-24. If audited financials of Financial Year 2023-24 are not available, provisional financial statement duly certified by Statutory Auditors to be submitted. |

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|---------|-----------------|---|--|--|
| 5 | 54 | Eligibility criteria S. No. 4 Documents to be submitted | Copy of the audited financial statement along with profit and loss statement for corresponding years and / or Certificate of the statutory auditor. | Bidder to submit audited financial statements along with profit and loss statement for Financial Years 2020-21, 2021-22, 2022-23 Or Bidder to submit audited financial statements along with profit and loss statement for Financial Years 2021-22, 2022-23, 2023-24. If audited financials of Financial Year 2023-24 are not available, provisional financial statement duly certified by Statutory Auditors to be submitted. |
| 6 | 55 | Eligibility criteria S. No. 9 | Certification Requirements <ul style="list-style-type: none"> • PCI-DSS • ISO-27001 (preferably version 2022) | Certification Requirements <ul style="list-style-type: none"> • Bidder should be PCI-DSS/ PA DSS/ S3 certified. • ISO-27001 (preferably version 2022) |
| 7 | 65 | Technical Specifications Sl. No. 6.1 | Solution should be a Web Application compatible on all latest versions of major web browsers- Microsoft Edge, Internet explorer, Google Chrome, Mozilla Firefox, Opera etc. and on mobile application without any development cost to the bank | Solution should be a Web Application compatible on all latest versions of major web browsers- Microsoft Edge, Internet explorer, Google Chrome, Mozilla Firefox, Opera etc. without any development cost to the bank |

| Sl. No. | RFP Page Number | RFP Para | Existing Clause | Revised Clause |
|---------|-----------------|-----------------------------------|---|---|
| 8 | 69 | 9.3 Support and Monitoring | The Vendor shall provide services of following dedicated onsite resources for end-to-end operations, application and infrastructure support: 1 for application support including Team Lead 2. for infra support including Team Lead 3. Middleware Admin, 4. DB Admin, 5. Network Admin 6. OS Admin | The Vendor shall provide services of following dedicated onsite resources for end-to-end operations, application and infrastructure support: 1. For application support including Team Lead 2. For infra support including Team Lead 3. Middleware Admin, 4. DB Admin, 5. OS Admin |
| 9 | 69 | 10.2 Training | Training to the IT team should cover the system administration viz. I. System Administration & User management II. Management of Application software III. Data base administration IV. Report writing V. Security management VI. Backup & Disaster Recovery Operations VII. Troubleshooting VIII. Creation of document category IX. Designing workflow X. Management of servers, storage, database and security etc. | Training of operating the recon application and some general housekeeping and upkeep of the application and underlying infrastructure components to be imparted. |

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|---------|-----------------|---|--|---|
| 10 | 80 | Appendix-E Scope of Work and Payment Schedule First para | Reconciliation will be done on all 7 days in a week, including Sunday and holiday(s), during Banking hours as decided by Bank. | Reconciliation will be done on all 7 days in a week, including Sunday and holiday(s), during Banking hours, presently 8 hours per day. It may change as per IBA/ RBI guidelines. |
| 11 | 80 | Appendix-E Scope of Work and Payment Schedule Delivery Milestones | Application and requirement as detailed in the scope of work below must be made operational within 12 weeks from the date of Purchase Order. | Application and requirement as detailed in the scope of work below must be made available for UAT within 12 weeks from the date of Purchase Order. |
| 12 | 84 | Appendix-E Scope of Work ATM/ADWM/Prepaid Cards Sl. No. 15 | A customer attempts to withdraw cash from his account. His account gets debited but cash is not dispensed. The system should provide a report in near real time that will contain this transaction. The system should be capable of generating the posting string for Core to reverse this transaction (that is, refund the amount to the customer). | A customer attempts to withdraw cash from his account. His account gets debited but cash is not dispensed. During reconciliation on T+1 day, the system should provide a report that will contain this transaction and the system should be capable of generating the posting string for Core to reverse this transaction (that is, refund the amount to the customer). |
| 13 | 88 | Scope of Work II- POS Requirement Sl. No. 7 | Should handle Loyalty Program Recon (Switch TLF Vs Loyalty TLF) | Loyalty Program scheme is now not in scope of work. |

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| 14 | 88 | Scope of Work II- POS Illustration Sl. No. 7 | Data of both sides i.e. Switch PTLF and LRPM file will be made available and the solution should be able to compare the data and check for any discrepancies and give exception report. | Loyalty Program scheme is now not in scope of work. |
| 15 | 93 | Scope of Work Other requirements Point 14 (f) | Loyalty rewards program reconciliation should be done in whichever channel this program is implemented. | This para is deleted. |
| 16 | 95 | Indicative Price Bid Sr. No. 3 | Comprehensive warranty for Software Solution mentioned in items above for ____ years from the go live date. | Comprehensive warranty for Software Solution mentioned in items above for 01 year from the go live date. |
| 17 | 95 | Indicative Price Bid Sr. No. 4 | Comprehensive annual maintenance/ATS/S&S for Software Solution mentioned above for ___years, including annual renewal cost, if any, after the end of comprehensive warranty. | Comprehensive annual maintenance/ATS/S&S for Software Solution mentioned above for 04 years, including annual renewal cost, if any, after the end of comprehensive warranty. |
| 18 | 96 | Indicative Price Bid Sr. No. 8 | Any Other item (like cost for development of features and functionalities which were not part of the application originally supplied to the Bank conforming to all the requirements mentioned in Scope of Work etc.) | Change requests rate (per man day)- Cost for development of features and functionalities which were not part of the application originally supplied to the Bank conforming to all the requirements mentioned in Scope of Work etc. Amount to be quoted for 1000 man days for a period of 5 years. The change requests will be decided by the bank from time to time. For requirement exceeding 1000 man days, same per man day rate will be considered. |

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| 19 | 96 | Indicative Price Bid New Sr. No. (9) is added | -- | Any other item |
| 20 | 98 | Profile of resources | Refer page 9 of this corrigendum | Refer page 10 of this corrigendum |
| 21 | 107 | Penalty for Non-Availability of Features | The maximum amount of penalty recoverable by the Bank from the Vendor would be the amount quoted as per Appendix F of RFP. | The maximum amount of penalty recoverable by the Bank from the Vendor would be capped at 10% of TCO (Total Cost of Ownership) as per Appendix F of RFP. |

Existing clause

| Role of on locale support resources | | |
|-------------------------------------|-----------------------------|---|
| Sr. No | Resource | Role |
| 1 | Project Manager/Team leader | Responsible for implementation and operation support of the Software Solution, bug fixing, upgrading, customization as per Bank's requirements, and any other activities required for successful implementation of the software solution should have qualifications/experience as given in below table. |
| 2 | Support Staff | Support the Project Manager for implementation and operations of the Software Solution and Data Base Administration. Should have qualification/experience as given in below table. |

- Work hours for on locale resources would as followed/ specified by the Bank.
- The Vendor agrees to provide additional support resources at the rate quoted here, should the Bank so require.
- Monthly cost will be computed as 1/12th of the annual cost.

| Profile of the resources: | | |
|-----------------------------|--|---|
| Position | Desired qualifications and certifications | Work Experience |
| Project Manager/Team Leader | B.E/B. Tech/MCA from a reputed institution | 5 years, out of which 3 years in banking related domains managing EFT switch or PG, and preferably experience in managing a reconciliation product in a reputed bank. |
| Tech Support | B.E/B. Tech/MCA from a reputed institution + OCP Certification | 2 years' experience as on Oracle DBA in implementing/supporting a banking/banking reconciliation application |
| Tech Support | B.E/B. Tech/MCA from a reputed institution | 2 years' experience as on in implementing/supporting a banking/banking reconciliation application |

Revised clause

| Role of on locale support resources | | |
|--|-----------------------------|---|
| Sr. No | Resource | Role |
| 1 | Project Manager/Team leader | Responsible for implementation and operation support of the Software Solution, bug fixing, upgrading, customization as per Bank's requirements, and any other activities required for successful implementation of the software solution should have qualifications/experience as given in below table. |
| 2 | Support Staff | Support the Project Manager for implementation and operations of the Software Solution, Data Base, OS, Middleware Administration. Should have qualification/experience as given in below table. |

- Onsite resources are required during banking hours, presently 8 hours per day. It may change as per IBA/ RBI guidelines.
- The Vendor agrees to provide additional support resources at the rate quoted here, should the Bank so require.
- Monthly cost will be computed as 1/12th of the annual cost.

| Profile of the resources: | | |
|--|--|--|
| Position | Desired qualifications and certifications | Work Experience |
| Project Manager/Team Leader | B.E/B. Tech/MCA / or equivalent from a reputed institution | 05 years, out of which 03 years in banking related domains in a reputed bank. |
| Tech Support | B.E/B. Tech/MCA / or equivalent from a reputed institution | L1 Tech Support: - Minimum 1 year experience as on in implementing/supporting a banking/banking reconciliation application. L2 tech Support: - Minimum 2 years' experience as on in implementing/supporting a banking/banking reconciliation application. |
| OS Admin | B.E/B. Tech/MCA / or equivalent from a reputed institution | OS Admin (Sr. Developer with relevant OS certification) Minimum 04-year experience of OS Administration in implementing/supporting a banking application. |
| DB Admin | B.E/B. Tech/MCA / or equivalent from a reputed institution | DB Admin (Sr. Developer with OCP certification) Minimum 04-years' experience as Oracle DBA in implementing/supporting a banking application. |
| Middleware Admin Optional (if solution is | B.E/B. Tech/MCA / or equivalent from a reputed institution | Middleware Admin (Sr. Developer with relevant certification) Minimum 04-year experience as a middleware (or technologies used in the proposed application) |

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| deployed using any middleware platform) | | admin in implementing/supporting a banking application |
| Application Admin | B.E/B. Tech/MCA / or equivalent from a reputed institution | Application Admin: End to end Application administration and support, experience as required and found suitable by the bidder for the assigned work. |