



**REQUEST FOR PROPOSAL
FOR PROCUREMENT
OF SOFTWARE SOLUTION / SERVICES
for
Voice Bio-metrics Solution**

Ref: SBI_GITC_IT-TSS_2017-18_409 dated 26.07.2017

Corrigendum No 1 dated 16.08.2017

**The Dy. General Manager
(IT-Treasury Support & services)
State Bank of India, GITC
1st floor, Om Sagar Building
Plot No D-222/2, TTC Industrial Area,
MIDC, Nerul
NAVI MUMBAI - 400 706**

CORRIGENDUM # 1		
Page No, Section in the RFP	Existing Terms	Revised Terms
Page no 15, Clause no 17 (iv)	The L1/TC1 Bidder will be selected on the basis of net total of the price evaluation as quoted in the Reverse Auction / Techno Commercial Evaluation, as the case may be.	The L1 Bidder will be selected on the basis of net total of the price evaluation as quoted in the Reverse Auction.
Page 36, Schedule of events, SR No 6	Last date and time for Bid submission: 3.00 P.M. (time) on 23.08.2017 (date)	<u>Last date and time for Bid submission:</u> 3.00 P.M. (time) on 31.08.2017 (date)
Page 37, Schedule of events, SR No 8	Date and Time of opening of Technical Bids: 04.00 pm (time) on 24.08.2017 (date)	<u>Date and Time of opening of Technical Bids:</u> 04.00 pm (time) on 31.08.2017 (date)
Page 37, Schedule of events, SR No 13	Performance Bank Guarantee 1) 10 % of total procurement cost.	<u>Performance Bank Guarantee</u> 1) 10 % of total procurement cost. <u>Note:</u> (Total procurement cost will be total of line item no.1, 2 & 3 of Annexure F).
Page 37, Schedule of events, SR No 16	Delivery schedule / Timeline for Software Solution: Installation / implementation within Four months	<u>Delivery schedule / Timeline for Software Solution:</u> Installation / implementation within Five months
Page 37, Schedule of events, SR No 17	Terms of payment A. <u>Payment for Software License:</u> 1. <u>On Delivery and installation : 50 % of total cost.</u> 2. <u>Remaining 50 % on Go live.</u>	<u>Terms of payment</u> <u>A. Payment for Software License & Hardware cost:</u> 1. <u>On Delivery and installation : 80 % of total software and hardware cost.</u> 2. <u>Remaining 20 % on Go live.</u>
Page 43, SR No 2 of Annexure-B	The Bidder must have an average annual turnover of minimum Rs.500 crores during last 3 financial year(s).	The Bidder must have an average annual turnover of minimum Rs. 250 crores during last 3 financial year(s).

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Page No, Section in the RFP	Existing Terms	Revised Terms
Page 53, SR No 8 of (B) Mandatory Technical key points (100 % Compliance) of Annexure-C	The solution should support text independent enrolment and authentication.	The solution should support text dependent enrolment and authentication.
Page No 59	<p><u>Acceptance Criteria :</u></p> <p>Pre-Production Calibration report to show attainment of the following:</p> <ol style="list-style-type: none"> 1. False Accept (FA) in range of 1% to 2% 2. False Reject (FR) in range of 3% to 4% 	<p><u>Acceptance Criteria :</u></p> <p>Pre-Production Calibration report to show attainment of the following:</p> <ol style="list-style-type: none"> 1. False Accept (FA) in range of 0.5% to 1% 2. False Reject (FR) not beyond 10% in the first year, 5% to 7% in the second year and 3% to 5% in the third year.

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Page No 76, Sr. No. 1 (A)	SERVICE DESK SUPPORT METRIC			SERVICE DESK SUPPORT METRIC		
	Service level category	Service level object	Measurement range/criteria	Service level category	Service level object	Measurement range/criteria
	Level-1 Onsite from SI	Onsite response time of 15 Minutes	Resolution time 30 minutes for issues related to Software Solution malfunctioning excluding hardware & software issues related to any other software during onsite support period.	Level-1 Onsite from SI	Onsite response time of 15 Minutes	Resolution time 60 minutes for issues related to Software Solution malfunctioning excluding hardware & software issues related to any other software during onsite support period.
	Level-2 Offsite from OEM	Response Time: 30 Minutes after initial 15 minutes	Resolution time 01 hours (Minimum 90% of issues should be resolved)	Level-2 Offsite from Bidder / OEM	Response Time: 60 Minutes after 15 minutes	Resolution time 02 hours (Minimum 90% of issues should be resolved)

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Page No 77, Sr. No. 1 (B)	System Availability <u>Severity is defined with priority as follows</u>		System Availability <u>Severity is defined with priority as follows</u>																										
	<table><tr><th>Priority</th><th>Response SLA (within)</th></tr><tr><td>Priority-1</td><td>15 Mins</td></tr><tr><td>Priority-2</td><td>30 Mins</td></tr><tr><td>Priority-3</td><td>02 Hours</td></tr><tr><td>Priority-4</td><td>04 Hours</td></tr></table>	Priority	Response SLA (within)	Priority-1	15 Mins	Priority-2	30 Mins	Priority-3	02 Hours	Priority-4	04 Hours		<table><tr><th>Priority</th><th>Response SLA (within)</th><th>Restoration time</th></tr><tr><td>Priority-1</td><td>15 Mins</td><td>60 mins</td></tr><tr><td>Priority-2</td><td>30 Mins</td><td>90 mins</td></tr><tr><td>Priority-3</td><td>02 Hours</td><td>3 hours</td></tr><tr><td>Priority-4</td><td>04 Hours</td><td>8 hours</td></tr></table>	Priority	Response SLA (within)	Restoration time	Priority-1	15 Mins	60 mins	Priority-2	30 Mins	90 mins	Priority-3	02 Hours	3 hours	Priority-4	04 Hours	8 hours	
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Page No 79, Sr. No. 4 (1)	<u>PENALTY TABLE - A for Onsite Incident Management</u>		<u>PENALTY TABLE - A for Onsite Incident Management</u>																										
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Page No 79, Sr. No. 4 (2)	<u>PENALTY TABLE - B for Solution Availability</u>	<u>PENALTY TABLE - B for Solution Availability</u>																				
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Page no 80, Maximum penalties of Annexure - J		<p>Maximum penalties for the projects</p> <ol style="list-style-type: none"> 1. <u>During implementation of the project</u> (i.e. upto go live) : Maximum penalties will be capped at 10 % of total of line item no.1 & 2 of Annexure F.) 2. <u>During warranty (12 months) of the project</u> (after go live) : Maximum penalties will be capped at 10 % of total of line item no.1 & 2 of Annexure F.) 3. <u>During AMC of the project</u> (after expiry of warranty) : Maximum penalties will be capped at 10 % of line item no.3 of Annexure F.)
Save for the changes referred above, other terms and conditions remain unchanged as per the RFP.		