



CORRIGENDUM-I

(Dated- 26/04/2023)

**REQUEST FOR PROPOSAL (RFP)
FOR OUTBOUND CONTACT CENTRE TECH STACK IMPLEMENTATION, MAINTENANCE AND SUPPORT**

Ref: SBI/GITC/IT-Contact Centre/2023/2024/975 Dated: 05.04.2023

**STATE BANK OF INDIA
IT - CONTACT CENTRE SPECIAL PROJECT
2ND FLOOR, KAPAS BHAWAN
SECTOR - 10, CBD BELAPUR
NAVI MUMBAI, MAHARASHTRA
PIN-400614**

The following are the changes in the RFP terms. All the bidders are requested to refer the "Revised Clause/Term" column as below.

S No.	Page No	Clause	Existing Clause/Term	Revised Clause/Term
1.	36	46. TERMINATION FOR CONVENIENCE	i. The Bank, by written notice of not less than 90 (ninety) days, may terminate the Contract, in whole or in part, for its convenience.	i. The Bank, by written notice of not less than 90 (ninety) days, may terminate the Contract, in whole or in part, for its convenience, provided same shall not be invoked by the Bank before completion of half of the total Contract period (including the notice period).
2.	210	17. TERMINATION	17.2 The Bank, by written notice of not less than 90 (ninety) days, may terminate the Agreement, in whole or in part, for its convenience. In the event of termination of the Agreement for the Bank's convenience, Service Provider shall be entitled to receive payment for the Services rendered (delivered) up to the effective date of termination.	17.2 The Bank, by written notice of not less than 90 (ninety) days, may terminate the Agreement, in whole or in part, for its convenience, provided same shall not be invoked by the Bank before completion of half of the total Contract period (including the notice period). In the event of termination of the Agreement for the Bank's convenience, Service Provider shall be entitled to receive payment for the Services rendered (delivered) up to the effective date of termination.
3.	44	Appendix-B/ Eligibility Criteria	5. Bidder should have experience of providing and implementing at least 5 (Five) projects/solution of Contact Centre in India, 2 (Two) with same OEM*, 3 (Three) out of 5 (Five) should be in BFSI and at least 1 (One) should be in Banking sector.	5. Bidder should have experience of providing and implementing at least 5 (Five) projects/solution of Contact Centre in India, 2 (Two) with same OEM*, 3 (Three) out of 5 (Five) should be in BFSI.

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4.	45	Appendix-B/ Eligibility Criteria	7. Client references and contact details (email/ landline/ mobile) of customers for whom the Bidder has executed similar technology projects in India. (Start and End Date of the Project to be mentioned) in the past (At least 5 (five) client references are required) out of which at least 3 (Three) should be in BFSI Sector and 1 (One) should be in Banking Sector.	7. Client references and contact details (email/ landline/ mobile) of customers for whom the Bidder has executed similar technology projects in India. (Start and End Date of the Project to be mentioned) in the past (At least 5 (five) client references are required) out of which at least 3 (Three) should be in BFSI Sector.																																
5.	45	Appendix-B/ Eligibility Criteria	8. Certification Requirements The vendor should be ISO: 27001:2013 or higher certified.	8. Certification Requirements The Bidder/OEM should be ISO: 27001:2013 or higher certified.																																
6.	129	Appendix-C/ B-Technical Evaluation Scoring Matrix/ OVERALL SCORE (OS)	<table border="1"> <thead> <tr> <th>Sr. No.</th> <th>Parameter</th> <th>Performance level</th> <th>Score</th> <th>Documentation/ Evaluation method</th> </tr> </thead> <tbody> <tr> <td>4</td> <td rowspan="3">Bidder-current Number of seats supported through technology solutions for Contact Centre Processes (for BFSI in India)</td> <td>>=2500</td> <td>25</td> <td rowspan="3">Copy of the order and / or Certificate of completion of the work mentioning seat count. The Bidder should also furnish user acceptance report. (On letter head of the client)</td> </tr> <tr> <td></td> <td>=>1500 to < 2500</td> <td>20</td> </tr> <tr> <td></td> <td>< 1500</td> <td>0</td> </tr> </tbody> </table>	Sr. No.	Parameter	Performance level	Score	Documentation/ Evaluation method	4	Bidder-current Number of seats supported through technology solutions for Contact Centre Processes (for BFSI in India)	>=2500	25	Copy of the order and / or Certificate of completion of the work mentioning seat count. The Bidder should also furnish user acceptance report. (On letter head of the client)		=>1500 to < 2500	20		< 1500	0	<table border="1"> <thead> <tr> <th>Sr. No.</th> <th>Parameter</th> <th>Performance level</th> <th>Score</th> <th>Documentation/ Evaluation method</th> </tr> </thead> <tbody> <tr> <td>4</td> <td rowspan="3">Bidder-current Number of seats supported through technology solutions for Contact Centre Processes (for BFSI in India)</td> <td>>=2500</td> <td>10</td> <td rowspan="3">Copy of the order and / or Certificate of completion of the work mentioning seat count. The Bidder should also furnish user acceptance report. (On letter head of the client)</td> </tr> <tr> <td></td> <td>=>1500 to < 2500</td> <td>5</td> </tr> <tr> <td></td> <td>< 1500</td> <td>0</td> </tr> </tbody> </table>	Sr. No.	Parameter	Performance level	Score	Documentation/ Evaluation method	4	Bidder-current Number of seats supported through technology solutions for Contact Centre Processes (for BFSI in India)	>=2500	10	Copy of the order and / or Certificate of completion of the work mentioning seat count. The Bidder should also furnish user acceptance report. (On letter head of the client)		=>1500 to < 2500	5		< 1500	0
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