

**Corrigendum dated 31st May 2023**

**RFP No-SBI/GITC/IT-ATM/2023/2024/988 dated: 12/05/2023 for SELECTION OF VENDOR FOR END-TO-END PREPAID CARD MANAGEMENT SYSTEM AND TRANSACTION PROCESSING ON SaaS MODEL**

Sr NO	RFP Page NO	RFP Clause No	Existing Clause	Revised Clause
1	19	Appendix-F	The Bidder should quote for all the items/services desired in this RFP. In case, prices are not quoted by any Bidder for any specific product and / or service, for the purpose of evaluation, the highest of the prices quoted by other Bidders participating in the bidding process will be reckoned as the notional price for that service, for that Bidder. However, if selected, at the time of award of Contract, the lowest of the price(s) quoted by other Bidders (whose Price Bids are also opened) for that service will be reckoned. This shall be binding on all the Bidders. However, the Bank reserves the right to reject all such incomplete Bids.	The Bidder should quote as per the matrix provided in Appendix-F.
2	25	Services(vii)	Bidder shall obtain a written permission from the Bank before applying any of the patches/ upgrades/ updates. Bidder has to support older versions of the hardware/ software/ Operating System /Middleware etc in case the Bank chooses not to upgrade to latest version.	Bidder shall obtain a written permission from the Bank before applying any of the patches/ upgrades/ updates.
3	26	Warrant and Annual Maintenance Contract:iii	iii. The Bidder shall provide services of an expert engineer at SBI GITC, Belapur or at other locations wherever required, whenever it is essential. In case of failure of Software Solution, the Bidder shall ensure that Software Solution is made operational to the full satisfaction of the Bank within the given timelines.	Consider this Clause as deleted.
4	26	Warranty and Annual Maintenance Cost	iv. Warranty/ AMC (if opted) for the system software/ off-the shelf software will be provided to the Bank as per the general conditions of sale of such software. v. Support (Warranty/ AMC, if opted) would be on-site and comprehensive in nature and must have back to back support from the OEM/Service Provider. Service Provider will warrant products against defects arising out of faulty design etc. during the specified support period.	Consider these Clauses as deleted.
5	27	Service(v)	Support (Warranty/ AMC, if opted) would be on-site and comprehensive in nature and must have back to back support from the OEM/Service Provider. Service Provider will warrant products against defects arising out of faulty design etc. during the specified support period.	Consider this Clause as deleted.

6	28	Inspection and Testing	<p>i. The Bank reserves the right to carry out pre-shipment inspection or demand a demonstration of the product on a representative model at Service Provider's location.</p> <p>ii. The inspection and test prior to dispatch of the product/at the time of final acceptance would be as follows: (b) The inspection and acceptance test may also be conducted at the point of delivery and / or at the products' final destination. Reasonable facilities and assistance, including access to drawings and production data, shall be furnished to the inspectors, at no charge to the Bank. In case of failure by Service Provider to provide necessary facility / equipment at its premises, all the cost of such inspection like travel, boarding, lodging &amp; other incidental expenses of the Bank's representatives to be borne by Service Provider.</p> <p>(iii) This shall in no way be limited or waived by reason of the products/ solution having previously being inspected, tested and passed by the Bank or its representative prior to the</p>	Consider these Clauses as deleted.
7	54	Appendix-B	<p>Sr. No. 24 :: Bidder should also have internal control and audit measures in place. Bidder will provide their Internal Audit certificates by a Cert-in empaneled vendor for the preceding financial year from the date of RFP.</p> <p>Declaration to this effect along with the copy of Cert-in empaneled auditor's report must be submitted by the Bidder in the company letterhead.</p>	<p>Sr. No. 24 :: Bidder should also have internal control and audit measures in place. Bidder will provide their Internal Audit certificates by a Cert-in empaneled vendor/External third party auditor for the preceding financial year from the date of RFP. In case the bidder submits a third party audit certificate then the selected bidder will have to provide the Cert-in empaneled auditor certificate within 90 days of receiving the Letter of Intent(LOI) / PO from the Bank.</p> <p>Declaration to this effect to be provided must be submitted by the Bidder on the company letterhead.</p>
8	54	Appendix-B	<p>Sr. No. 5 : Bidder should have a minimum experience of 5 years in providing end to end prepaid card solution and cloud implementation experience of a minimum of 2 years.</p> <p>Copy of the order and / or Certificate of completion of the work. The Bidder should also furnish user acceptance report.</p>	Copy of the Purchase order and / or Certificate of completion of the work. The Bidder may also furnish user acceptance report.
9	54	Appendix-B	The Bidder must have an average turnover of minimum Rs.50 crore during last 03 (three) out of 05 (five) financial year(s) i.e. FY_2018-19, FY_2019- 20,FY_2020-21, FY_2021-22 and FY_2022-23	The Bidder must have an average turnover of minimum Rs.50 crore during last 03 (three) out of 05 (five) financial year(s) i.e. FY_2018-19, FY_2019- 20,FY_2020-21, FY_2021-22 and FY_2022-23. For FY_2022-23, Provisional Balance Sheet signed by the Directors of the company can be submitted. Audited statement should be submitted within 90 days from receiving LOI / PO from the Bank.

10	54	Appendix-B	Point 4 - The Bidder should be profitable organization based on profit before tax (PBT) for at least 02 (two) out of last 05 (five) financial years.	The Bidder should be profitable organization based on profit before tax (PBT) for at least 02 (two) out of last 05 (five) financial years. For FY_2022-23, Provisional Balance Sheet signed by the Directors of the company can be submitted. Audited statement should be submitted within 90 days from receiving LOI / PO from the Bank.
11	80	Appendix-E, Description of Services, addition of point No-2(16)	Addition	16. Implementation of integrated solutions at clients' locations through own platform or by integrating with other partners, Fintechs, vendors etc. 17. Bidder solution should be capable of issuing Virtual prepaid cards.
12	81	Appendix-E, Description of Services, modification of point No-4	The prepaid multi-currency and single currency travel/ forex platform should support currency conversion with the capability to pooling of funds from different denomination multi-currency in either Full and/ or partial, as applicable both within single forex currency to facilitate the transaction.	The prepaid multi-currency and single currency travel/ forex platform should support currency conversion with the capability to pooling of funds from different denomination multi-currency in either Full and/ or partial, as applicable both within single currency and multicurrency card to facilitate the transaction.
13	82	Appendix-E, Description of Services, modification of point No-9	The solution shall have the capability to issue both open and/or closed loop and/or Semi Closed/Special category prepaid cards.	The solution shall have the capability to issue both open and/or closed loop and/or Semi Closed/Special category prepaid cards through own platform or by integrating with other partners, Fintechs, vendors etc..
14	87	Appendix-E, Description of Services, Addition of point No-56	Addition	56. System should be capable of generating alerts for customer induced as well as all other financial transactions like recovery of charges, posting of transactions through Trickle Feed, Pre-Auth transactions etc. Alerts should also be generated for Non-Financial transactions.
15	88	Appendix-E, Description of Deliverables Modification of point No-2(h)	Timely escalation to the Bank on exceptions.	Timely escalation to the Bank on exceptions and its remediation.
16	90	Appendix-E, MIS report Generation, Addition of point No-6(f)	Addition	f) Generation of reports as per RBI requirements
17	94	Appendix-F	Indicative Price Bid	Blank table deleted

18	179	Use of State Bank of India Premises	<p>14.1 Prior to expiry or on notice of termination of this Agreement, Service Provider shall provide for the approval of the Bank a draft plan specifying the necessary steps to be taken by both Service Provider and the Bank to ensure that the Bank's Premises are vacated by Service Provider.</p> <p>14.2 Unless otherwise agreed, Service Provider shall be responsible for all costs associated with Service Provider's vacation of the Bank's Premises, removal of equipment and furnishings, redeployment of Service Provider Personnel, termination of arrangements with Subcontractors and service contractors and restoration of the Bank Premises to their original condition (subject to a reasonable allowance for wear and tear).</p>	Consider these Clauses as deleted.
19	180	Annexure-G	Service Provider should ensure and submit confirmation of compliance of all below mentioned requirements for the service hosted in Cloud or on-prem:	Service Provider should ensure and submit confirmation of compliance of all below mentioned requirements for the service hosted in Cloud.
20	200	Clause-7, Subclause 7.1	Name and Address of the Monitors to be given	<p>1. Minnie Mathews(IAS retd.) Minniemathew635@gmail.com</p> <p>2. Shri Otem Dai(IAS retd.) otemdai@hotmail.com</p>