



CORRIGENDUM # 1 Dated 26-09-2025

**REQUEST FOR PROPOSAL
FOR ONSITE MANAGED SERVICE FOR
IT HARDWARE AND APPLICATION INFRASTRUCTURE SUPPORT
FOR FIVE YEARS**

**Ref: SBI/GITC/ITFO/2025-2026/1387 dated:08/09/2025
(Bid Number: GEM/2025/B/6706469)**

**IT-FO Tech Ops Department,
State Bank Global IT Centre, L&T Building,
B - Wing, 2nd Floor, Tower 1, Grand Central Mall,
Seawoods, Navi Mumbai, Maharashtra, 400706
Navi Mumbai, Maharashtra - 400706**

CORRIGENDUM # 1

Clause Sr. No in the RFP	RFP Page No	Existing Clause	Revised Clause
APPENDIX-B Bidder's Eligibility Criteria (Point 5)	46	Bidder should have experience of providing the Hardware Infrastructure Support Services and Finacle Application Infra Support Services in at least two Public/Private Sector Bank(s) in India for minimum 2 Financial Years for each of the two Banks during the last 3 years i.e. FY 2022-2023, FY2023-2024 and FY 2024-2025. Document to be submitted: Copy of the order and / or Certificate of completion of the work. The Bidder should also furnish user acceptance report.	Bidder should have experience of providing the Hardware Infrastructure Support Services and Finacle Application Infra Support Services in minimum two banks out of which one should be Public/Private Sector Bank and other can be Public/Private/Schedule Commercial bank having minimum 500 branches in India for minimum 2 Financial Years during the last 3 years i.e. FY 2022-2023, FY2023-2024 and FY 2024-2025. Document to be submitted: Copy of the order and / or Certificate of completion of the work/Customer satisfaction letter/Customer feedback/user acceptance report to ensure eligibility.
Appendix-C Technical Evaluation Matrix	50	Technical Evaluation Matrix	Please refer Annexure-1
ANNEXURE-A Deliverables and Scope of Work	107	*Administration and support broadly cover installation, configuration and maintenance, performance tuning, monitoring, backup, troubleshooting and fixing issues of hardware equipment / operating environments / databases / servers /underlying platforms including coordination with OEMs for fixing issues to ensure 99.95% system uptime.	*Administration and support broadly cover installation, configuration and maintenance, performance tuning, monitoring, backup, troubleshooting and fixing issues of hardware equipment / operating environments / databases / servers /underlying platforms including coordination with OEMs for fixing issues to ensure 99.99% system uptime.

Annexure-1: Technical Evaluation Matrix

Evaluation Criteria	Score Earned MATRIX	Compliance (Yes/No)	Supporting Documents	*TOTAL SCORE
Support Services for captive / On-premises IT infrastructure including Servers, devices, appliances etc. at a single site.	If >1000 servers/ Virtual Instance per client 25 Marks If >500 and <=1000 servers/ Virtual Instance per client 20 Marks If >=250 and <=500 servers/ Virtual Instance per client 15 Marks If <250 servers / Virtual Instance per client 0 Marks			
Application Infrastructure Support for Applications in minimum two banks	If >2 Banks 25 Marks If 2 Banks 20 Marks If <2 Banks 0 Marks			
Experience in Hardware Infrastructure support services and Application Infra Support minimum two banks	If >2 Years 25 Marks If 2 Years 20 Marks If <2 Years 0 Marks			
Number of onsite support personnel resource at a single site	If >75 25 Marks If >=50 and <=75 20 Marks If <50 0 Marks			
TOTAL SCORE	100			

Note

- i. For every service area and required functional specifications, bidder has to attach supporting documents like PO/SLA/Project Closure Report from the client during the last 3 years i.e. FY 2022-2023, FY2023-2024 and FY 2024-2025.
- ii. Bidder should score minimum 80% to be eligible to participate in Reverse Auction.