

**REQUEST FOR PROPOSAL/LIMITED TENDER ENQUIRY FOR PROCUREMENT OF IT-
HUMAN RESOURCES FOR MAINTENANCE AND SUPPORT OF SOFTWARE
FACTORY-INFRA & OPS. APPLICATIONS**

Ref: SBI/GITC/SOFTWARE FACTORY (INFRA & OPS)/2025/2026/1382 Dated:29.08.2025

**Software Factory-Infra & Ops Department,
State Bank Global IT Centre,
L&T Seawoods Grand Central Building, Tower 1, Second Floor, A-Wing,
Sector 40, Seawoods (West), Navi Mumbai - 400706**

Corrigendum No. 1 – Dated 23.09.2025

**Please note the following changes have been done in RFP No. SBI/GITC/SOFTWARE FACTORY (INFRA &
OPS)/2025/2026/1382 Dated:29.08.2025**

Sl. No.	Page	Clause Name	Existing	Revised
01	43	6) Scope of Work and Payment Schedule Appendix-E of RFP	6. Help Desk Requirements b) The expected time of resolution should be average 15 minutes per call.	6. Help Desk Requirements b) The expected time of resolution/response should be average 15 minutes per ticket. A suitable system/tool will be made available for onboarded resources.

02	38	6) Scope of Work and Payment Schedule Appendix-E of RFP	Oracle Linux certification	4) Oracle Linux certification
03	76-78	Annexure-A	Annexure-A of RFP	Please refer the revised Annexure-A as part of this Corrigendum
04	79-80	Annexure-B	Annexure-B of RFP	Please refer the revised Annexure-B as part of this Corrigendum
05	81-82	Annexure-C	Annexure-C of RFP	Please refer the revised Annexure-C as part of this Corrigendum
06	85-87	Annexure-E	Annexure-E of RFP	Please refer the revised Annexure-E as part of this Corrigendum

All other terms and conditions of the RFP remain same.

Note: To avoid issues in submission due to technical issues at the last minute, all the bidders are requested to submit the bids well in time.

DELIVERABLES/SCOPE OF WORK**1. Description of Deliverables:***Appendix - E***2. Specifications, Performance Standards, and Functional Requirements:***NA***2.1 Service Provider undertakes and warrants to provide technical support with resolution time frame as per the matrix given below:**

<i>Severity</i>	<i>Description</i>	<i>Response Time</i>	<i>Resolution time</i>
P1(Critical)	· Failure of a service where all of the following conditions are true; · critical business functions cannot be performed and · no workaround is available and · where a degraded mode of operation is not available or acceptable	Within 15 minutes	Up to 4 hours from reporting of the issue
P2(High)	· Failure of a service where all of the following conditions are true; · a workaround or degraded performance is acceptable and	<= 30 minutes	Up to 8 hours from reporting of the issue

	· there is immediate financial or operations impact or · Failure of a component where: · a workaround or degraded performance is not acceptable and · there are no priority 1 conditions and · there is immediate financial or operations impact		
P3(Medium)	· Failure of a service where: · a workaround or degraded performance is acceptable · there is no immediate financial or operations impact	<= 2 hours	Up to 2 days from reporting of the issue
P4(Low)	· Configuration Activities · Closure of Audit/Security Observations · New environment creation · Any other Requests as per the scope	<= 4 hours	Up to 4 days from reporting of the issue

3. Documentation:

Selected resources should adhere to the Bank's Policies.

4. Place of Service¹

¹Brief description of place of service

1.	Navi Mumbai *
2.	Bangalore, Chandigarh & Hyderabad*
	*The list of location is only indicative, we may hire/reallocate the resources as per our requirement at any other location.

5. Standard Services – As per Scope of Work

Standard services to be delivered under this Agreement are illustratively listed below:-

<i>The details of services, their responsibilities and availability to be described----</i>	
1.....	
2.....	

6. Maintenance/ Upgrades

- 6.1 Service provider shall maintain and upgrade the software/ hardware during the contract period so that the software/ hardware shall, at all times during the contract period, meet the performance requirements as set forth in this Agreement. Service Provider shall, at no cost to the Bank, promptly correct any and all errors, deficiencies and defects in the software/ hardware.
- 6.2 Service Provider shall have the operational maintenance obligations (e.g., telephone support, problem resolution, on-site services) as mentioned in Annexure A.

7. Correction of Deficiencies in Deliverables

- 7.1 If Service provider is unable to correct all Deficiencies preventing acceptance of a deliverable or meet the performance requirements, for which Service provider is responsible within the timelines as mentioned in this Agreement, the Bank may at its discretion:
- Impose penalty on Service Provider as mentioned under **Annexure E.**²
 - Terminate this Agreement for cause in accordance with Clause 17 (except that the Bank is under no obligation to provide Service provider any further opportunity to cure) and recover its damages as set forth in this Agreement.

8. Risk Management

² Please mention relevant annexure.

Service Provider shall identify and document the risk in delivering the Services. Service Provider shall identify the methodology to monitor and prevent the risk, and shall also document the steps taken to manage the impact of the risks.

Service Complaints³

³ Describe in detail the service complain methodology for the services.

ANNEXURE-B**INFRASTRUCTURE MANAGEMENT METRICS****(a) Service metric for Recovery Time objective (RTO)**

SL no.	Service level category	Service level object	Measurement range/criteria
1.	RTO during disaster for shifting to <Place>DC	Applicable as per Bank's policy.	Applicable as per Bank's policy.

(b) SLA for Recovery Point Objective

SL no.	Service level category	Service level object	Measurement range/criteria
1.	RPO during disaster for shifting to <Place>DC	Applicable as per Bank's policy.	Applicable as per Bank's policy.

(c) INFRASTRUCTURE SUPPORT METRICS

Severity	Response Time	Resolution Time	Measurement Criterion
P1(Critical)	Within 15 minutes	Up to 4 hours from reporting of the issue	· Failure of a service where all of the following conditions are true; · critical business functions cannot be performed and · no workaround is available and · where a degraded mode of operation is not available or acceptable
P2(High)	<= 30 minutes	Up to 8 hours from	Failure of a service where all of the following conditions are true;

		reporting of the issue	· a workaround or degraded performance is acceptable and · there is immediate financial or operations impact or · Failure of a component where: · a workaround or degraded performance is not acceptable and · there are no priority 1 conditions and · there is immediate financial or operations impact
P3(Medium)	<= 2 hours	Up to 2 days from reporting of the issue	· Failure of a service where: · a workaround or degraded performance is acceptable · there is no immediate financial or operations impact
P4(Low)	<= 4 hours	Up to 4 days from reporting of the issue	· Configuration Activities · Closure of Audit/Security Observations · New environment creation · Any other Requests as per the scope

ANNEXURE-C**SERVICE DESK SUPPORT METRIC<strike off if not applicable> - Not Applicable**

SL no.	Service level category	Service level object	Measurement range/criteria
1.	Call type level 1, <strike off which ever in not applicable>	<.....(requirement)/ call escalated by sbi service desk toservice provider's team> <strike off which ever in not applicable>	<.....><to be filled in by the concerned dept. depending on the criticality of service>
	Call type level 12, <strike off which ever in not applicable>	<.....(requirement)/ call escalated by sbi service desk toservice provider's team> <strike off which ever in not applicable>	<.....><to be filled in by the concerned dept. depending on the criticality of service>

Report Name	Interval	Recipient	Responsible

SERVICE LEVEL REPORTING/ FREQUENCY⁴<strike off if not applicable> - Not Applicable*<Describe the service level reporting frequency and methodology>*

Report Name	Interval	Recipient	Responsible

⁴The purpose of this section is to document reports used to measure service levels. These reports must align with the service measurement and should support these measurements.

SERVICE REVIEW MEETING⁵*<strike off if not applicable>*

Service Review meeting shall be held annually/ half yearly. The following comprise of the Service Review Board:

- President,
- Members.....

⁵The purpose of this section to describe the frequency of meeting and composition of service review board.

ANNEXURE-E**PENALTY FOR NON PERFORMANCE OF SLA**

Service level category	SLA Measure	Penalty Calculation
Non-availability of staff	Absent without prior permission	Rs.1,000/- per resource for each day of such absence up to a maximum of Rs.15, 000/-. Per resource i.e. 15 days per resource. Any resource absent without permission for 15 days or more may be removed from the project with immediate effect, as per Bank's discretion
Non-availability of staff	Non intimation of resignation of existing resource and replacement of new resource on or before 1 month	1% penalty on monthly incident with maximum of 10% on the monthly basis outgo per resource. (24 working days / month)
Onboarding of resources	Non submission of documents of the resources within 2 Weeks of reporting to the bank.	Temporary Gatepass will be revoked. No payment to be done for the period till documents are submitted.
Non-performance of resource	Non-Performance after KT period is over for the replacement of existing resource	KT can be given for further 1 (one) month and mark as non-billable. If resource is unable to perform for 15 days after KT completion, replacement to be provided.
Substitute for a resource	Substitute for a resource is only allowed for a maximum of 2 times	Rs.30,000.00 for each instance of substitution of resource above 2 times.

1. Any PIMS bypass will be subjected to penalty will be Rs. 50,000/- per bypass /incident.
2. Service provider will ensure that exiting resources are providing Knowledge transfer along with artefacts to replacement resources for 1 month. In absence of that it shall be applicable for penalty Rs. 25,000/- per resource.
3. Service provider shall replace the resources within 3 months, otherwise a penalty of 0.01% of the PO value corresponding to the pending resources per day subject to maximum of 0.5% of the PO value corresponding to the pending resources will be imposed.
4. Selected resources will report within 30 working days from date of intimation of selection. If service provider failed to comply the same then it will be applicable for penalty of 0.05% of the PO value corresponding to the pending resource per day subject to maximum of 2% of the PO value corresponding to the pending resources.
5. Service provider will ensure that onboarding related document is submitted within 30 days. Any delay will be charged a penalty of 0.01% of the PO value corresponding to the pending document per day subject to maximum of 0.50% of the PO value corresponding to the pending document.
6. Service provider will ensure that Police clearance report is submitted to bank within 90 days. If service provider failed to comply the same then it will be applicable for penalty Rs. 10,000/- per resource per instance.
7. Service provider will ensure that ID card and access card issued by Bank are submitted to Bank in case of exit of the resource. If service provider failed to comply the same then it will be applicable for penalty Rs. 25,000/- per resource per instance.

PENALTY FOR EVERY ITEMS, Penalty at the rates given below:

Severity	Measurement Criterion	Penalty
P1(Critical)	· Failure of a service where all of the following conditions are true; · critical business functions cannot be performed and · no workaround is available and · where a degraded mode of operation is not available or acceptable	0.1% of PO value for each instance subject to maximum 10% of project cost
P2(High)	Failure of a service where all of the following conditions are true;	0.75% of PO value for each instance

	· a workaround or degraded performance is acceptable and · there is immediate financial or operations impact or · Failure of a component where: · a workaround or degraded performance is not acceptable and · there are no priority 1 conditions and · there is immediate financial or operations impact	subject to maximum 10% of project cost
P3(Medium)	· Failure of a service where: · a workaround or degraded performance is acceptable · there is no immediate financial or operations impact	0.01% of PO value for each instance subject to maximum 10% of project cost
P4(Low)	· Configuration Activities · Closure of Audit/Security Observations · New environment creation · Any other Requests as per the scope	0.05% of PO value for each instance subject to maximum 10% of project cost

PENALTY FOR NON PERFORMANCE AT HELP DESK NA

Service Area	SLA measurement	Penalty % on _____ <to be provided by the dept.,>		Calculate penalty on
		0 %	____% (for every 1% shortfall from the stipulated service level	
Help Desk	Time taken for resolution of calls (99.9% of the calls should be resolved within the stipulated response time)	More than or equal to 99.9 % of service level	Less than 99.9 % of service level	<to be provided by the dept.,>