

24/02/2026

Amendments to the RFP for the Procurement of Managed Software Testing Services and Setting up of Testing Center of Excellence (TCoE)

GEM BID REF. NO. GEM/2026/B/7204658 Dated 06.02.2026.

CORRIGENDUM

Sl. No.	Page no/ Section/ Point no.	Existing Clause or Criteria mentioned in the RFP	Amendments to RFP
1.	Page No. 25, S.No. 13	Supporting Documents Bidder should specifically certify in this regard on company letter head and provide proof of support / AMC	Supporting Documents Bidder shall submit proof of training and certification facilities and availability of trained manpower outside bidder organization for the proposed tools. The proposed solution should be in use and managed by a company other than the OEM in any one of the Scheduled Public or Private Sector Bank in India. Proof of such installation and satisfactory use/management by a different company other than OEM shall be provided from the respective Bank.
2.	Page No. 27, S.No. 1	Evaluation Criteria - Bidder's Experience & Capabilities Minimum cutoff Marks - 105	Bidder's Experience & Capabilities Minimum cutoff Marks - 105. (For eligible MSEs, minimum cutoff mark shall be 50).
3.	Page No. 27, S.No. 4	Evaluation Criteria - Technical Presentation / Demonstration Minimum cutoff Marks - 14	Technical Presentation / Demonstration Minimum cutoff Marks - 35
4.	Page No. 27, Total	Evaluation Criteria - Total Minimum cutoff Marks - 420	Evaluation Criteria - Total Minimum cutoff Marks - 420. (For eligible MSEs, minimum cutoff mark shall be 365)
5.	Page No. 35, Point No. xxii	The SLA defined (with respect to accuracy in testing which will be defined in tender) by the Bank must be adhered to by the service provider for providing on-time & quality	The SLA defined (with respect to accuracy in testing which will be defined in tender) by the Bank must be adhered to by the service provider

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		output. (It must be noted that the SLA will be independent and different for different applications of the bank. Each individual SLA should be adhered to individually)	for providing on-time & quality output.																
6.	Page No.50, Section 5.1	<p>Resource Requirements</p> <table border="1"> <thead> <tr> <th>Resource Level</th> <th>Head Count</th> </tr> </thead> <tbody> <tr> <td>Senior Automation / Performance Test Engineer</td> <td>6</td> </tr> <tr> <td>Junior Automation / Performance Test Engineer</td> <td>12</td> </tr> </tbody> </table>	Resource Level	Head Count	Senior Automation / Performance Test Engineer	6	Junior Automation / Performance Test Engineer	12	<p>Resource Requirements</p> <table border="1"> <thead> <tr> <th>Resource Level</th> <th>Head Count</th> </tr> </thead> <tbody> <tr> <td>Senior Automation Test Engineer</td> <td>4</td> </tr> <tr> <td>Senior Performance Test Engineer</td> <td>2</td> </tr> <tr> <td>Junior Automation Test Engineer</td> <td>9</td> </tr> <tr> <td>Junior Performance Test Engineer</td> <td>3</td> </tr> </tbody> </table>	Resource Level	Head Count	Senior Automation Test Engineer	4	Senior Performance Test Engineer	2	Junior Automation Test Engineer	9	Junior Performance Test Engineer	3
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7.	Page No. 51, Section 5.2	<p>Experience Level of TCoE Lead 10+ years of experience as lead or manager in testing with delivery responsibilities preferably with Banking clients.</p>	8+ years of experience as lead or manager in testing with delivery responsibilities preferably with Banking clients.																
8.	Page No. 53	Bidder has to provide the above details of all the resources as per details in technical bid evaluation table along with documentary evidence to substantiate the experience and skills.	Bidder has to provide the documentary evidence to substantiate the experience and educational qualification details of all the resources as mentioned in the RFP Section 5.2 "Experience requirements of the Resources".																
9.	Page No. 56, Point No. 14.	Successful bidder's aggregate liability under the contract shall be at actual and limited to a maximum of the contract value.	Successful bidder's aggregate liability under the contract shall be at actual and limited to 10% of the contract value.																
10.	Page No. 63, Point No. 32	Bidder shall be responsible for providing the required number of personnel / tools for commencing the managed testing services and setting up of Testing Centre of Excellence within 2 weeks from the date of issuance of the purchase order.	Bidder shall be responsible for providing the required number of personnel / tools for commencing the managed testing services and setting up of Testing Centre of Excellence within 2 weeks from the date of issuance of the purchase order. Any																

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			additional resource if required should be deployed within 2 weeks from the date of such request.
11.	Page No. 63, Point No. 33	The working days for the successful bidder would be as per the bank working days at the project location at Bank's Head Office, Chennai.	The working days for the successful bidder would be as per the bank working days at the project location at Bank's Head Office, Chennai. Additionally 12 leaves per resource will be permitted in a year.
12.	Page No. 74, S.No. E.1	Bidder's annual turnover in at least two of the last three financial years i. 500 Crores and above - 10 Marks ii. 250 Crores to 500 Crores - 5 Marks iii. <250 Crores - 2.5 Marks	Bidder's annual turnover from Testing and Quality Assurance Services in at least two of the last three financial years i. 300 Crores and above - 10 Marks ii. 200 Crores to 300 Crores - 7 Marks iii. 100 Crores to 200 Crores - 4 Marks iv. <100 Crores - 2 Marks Supporting documents should consist of either self-attested copies of audited financial statements, duly certified by the auditor, or an affidavit issued by the Chief Financial Officer (CFO).
13.	Page No. 75, E.11	E.11 Mobile Banking testing experience	E.11 Mobile Banking testing experience (Bidder should have conducted End-to-End testing, functional and automation testing, of the Mobile Banking app (Retail / Corporate) which has add-on features like Wealth Management, Stocks & Mutual funds, Insurance etc.)
14.	Page No. 75, S.No. E.12	Performance testing experience i. Public Sector Bank in India – 5 marks each ii. Private Sector Bank in India – 3 marks each iii. Regional Rural Bank (RRB), Small Finance Bank, Payments Banks, Foreign banks in India – 1 mark each	Continuous Performance testing experience for at-least 1 year i. Public Sector Bank in India – 5 marks each ii. Private Sector Bank in India – 3 marks each iii. Regional Rural Bank (RRB), Small Finance Bank, Payments Banks, Foreign banks in India – 1 mark each

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15.	Page No. 80 and 81, S.No. D.2	<p>All eligible bidders will be required to make detailed demonstrations on the proposed tools/ components.</p> <p>i. Testing Automation Suite – (Web,API,Mobile) – 7.5 marks</p> <p>ii. Test Management – Non-Functional - 5 marks</p> <p>iii. Performance Load injector- Load simulation - 5 marks</p> <p>iv. Service Virtualization Tool – Environment simulation – 2.5 marks</p> <p>v. UI/UX Management– End device Experience testing – 5 marks</p> <p>vi. TCOE Intelligence Governance Dashboard – 2.5 marks</p> <p>vii. Defect Management - 2.5 marks</p> <p>viii. Ready integration of Mobile Device farm with Test Management suite – Cloud Farm – 2.5 marks</p> <p>ix. AI/ML Capabilities – 2.5 marks</p> <p>x. Walkthrough of available test cases in banking - 5 marks</p>	<p>All eligible bidders will be required to make detailed demonstrations on the proposed tools/ components.</p> <p>i. Walkthrough of available test cases in banking - 10 marks</p> <p>ii. Testing Automation Suite – (Web,API,Mobile) – 5 marks</p> <p>iii. Test Management – Non-Functional - 5 marks</p> <p>iv. Performance Load injector- Load simulation - 5 marks</p> <p>v. AI/ML Capabilities – 5 marks</p> <p>vi. Service Virtualization Tool – Environment simulation – 2.5 marks</p> <p>vii. UI/UX Management– End device Experience testing – 2.5 marks</p> <p>viii. TCOE Intelligence Governance Dashboard – 2 marks</p> <p>ix. Defect Management - 2 marks</p> <p>x. Ready integration of Mobile Device farm with Test Management suite – Cloud Farm – 1 mark</p>
16.	Page No. 82, Part II	Cost of Manpower under Price Schedule of the Commercial Bid	Please refer Page No. 5 to 7 of this document

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PART – II

Commercial Bid

Date:

To
The Assistant General Manager
Information Technology Department,
4th floor, Indian Bank Head Office,
66 Rajaji Salai, Chennai 600001

Dear Sirs,

Sub: Request for Proposal for Procurement of Managed Software Testing Services and Setting up of Testing Center of Excellence (TCoE)

Ref: Your RFP No. GEM/2026/B/7204658 dated 06/02/2026

We submit hereunder the price breakup details for procurement of Managed Software Testing Services and setting up of Testing Centre of Excellence (TCoE) including Software Testing Tools as per the specifications.

Price Schedule

A. Cost of Manpower:

S.No	Resource Level	Cost per person/per month (as applicable)	No of resources	Total amount in Rs. (Exclusive of Taxes) (BxCx12)	Total amount in Rs. (Inclusive of Taxes)
	A	B	C	D	E
1.	TCoE Project Manager		1		
2.	TCoE Lead		1		
3.	Senior Automation Test Engineer		4		
4.	Senior Performance Test Engineer		2		
5.	Junior Automation Test Engineer		9		
6.	Junior Performance Test Engineer		3		
7.	Senior Software Test Engineer		8		
8.	Junior Software Test Engineer		10		

Thank



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9.	Subject Matter Expert (Technical and Domain)		2		
	Total (Round off)		40*		
Grand Total (Round off): Total X 3 years [A]					

* Educational Qualifications and experience as mentioned elsewhere in the tender document

B. Cost of Testing Tools:

S. No.	Description	Number of licenses	Type of license	Cost (in Rs.) (Exclusive of Taxes)				Cost for Three years (in Rs.) (Inclusive of Taxes)
				1st Year Cost	2nd Year Cost	3rd Year Cost	Cost for Three years	
1	Test Management tool	50 users						
2	Test Automation tool - Developer license	12 users						
3	Test Automation tool - Robot / Executor license	30						
4	Mobile device farm	5 devices						
5	Performance testing tool	25000 concurrent users						
Total cost [B]								

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C. Total Cost of Ownership (TCO) of the Project:

Total Cost of Ownership (TCO) = Table[A] + Table[B] (Inclusive of Taxes):	Rs.
In words: Rupees	

* Amount quoted in GeM Portal should be inclusive of taxes.

PRICE STATEMENT:

The license numbers indicated are for minimum license entitlement. Bidder may also supply enterprise licenses without restriction on users. Perpetual or subscription licenses may be quoted as per the availability. There shall not be any restriction on the number of applications under testing.

Bank reserves the right to re-negotiate the price for any of the line items furnished above, in case the rates offered are arbitrary and not as per market prices. During the contract period, additional licenses required by the Bank shall be provided at the same rates.

Total Cost of Ownership (TCO) for the entire contract period (inclusive of all applicable taxes duties, levies, freight, insurance, warranty, etc.), is Rs. (in figures) Rupees (in words). (Octroi/ Entry Tax if any, will be reimbursed on submission of original receipts.)

We submit that we shall abide by the details given above and the conditions given in your above tender.

For

(Authorised Signatory)

Office Seal

Place:

Date:

Name:

Designation:

Mobile No:

Business Address:

Telephone No:

E-mail ID:

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