

Corrigendum-5 to GeM Bid ref no. GEM/2023/B/328375 dated 29/03/2023 for end to end implementation of comprehensive Customer Relationship Management (CRM) solution for 5 years.

It is decided to amend the following in respect of the above GeM bid:

a. GeM bid document (Bid End Date / Bid Opening Date, Page no. 1):

Description	Existing details	Amended details
Bid End Date/Time	01-06-2023, 15:00:00	<u>15-06-2023, 15:00:00</u>
Bid Opening Date/Time	01-06-2023, 15:30:00	<u>15-06-2023, 15:30:00</u>

Sl. No.	Section/ Annexure/ Appendix of the GeM bid	Clause No.	Existing	Amended
a.	Annexure-10 Technical Evaluation Criteria	Annexure-10	Existing Annexure-10	Amended Annexure-10
b.	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	6. Penalties/Liquid ated Damages	6.2 Penalties/liquid ated damages for Onsite resources: In case the resource goes on leave/absent, replacements having equivalent or more experience and qualification has to be arranged by the selected bidder to ensure that regular functioning of the solution does not hamper. In case replacements are not arranged, Bank shall pay only the proportionate	6.2 Penalties/liquid ated damages for Onsite resources: In case the resource goes on leave/absent, replacements having equivalent or more experience and qualification has to be arranged by the selected bidder to ensure that regular functioning of the solution does not hamper. In case replacements are not arranged, Bank shall pay only the proportionate amount of resident resource charges during the particular quarter. The Bank shall also impose a penalty of



			<p>amount of resident resource charges during the particular quarter. The Bank shall also impose a penalty of 0.5% on the invoice of the quarterly Resident resource charges payable to the selected bidder for each week and part thereof of absence. However, total penalty under this clause will be limited to 20% on the invoice of the quarterly Resident resource charges payable to the selected bidder.</p>	<p>0.5% on the invoice of the quarterly Resident resource charges payable to the selected bidder for each week and part thereof of absence. However, total penalty under this clause will be limited to 10% on the invoice of the quarterly Resident resource charges payable to the selected bidder.</p>
--	--	--	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

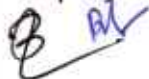
All the other instructions and terms & conditions of the above GeM bid shall remain unchanged.

Please take note of the above amendments while submitting your response to the subject GeM bid.

Date: 31/05/2023  
Place: Bengaluru

  
S K L Das

Deputy General Manager





**Annexure-10**

**Amended Technical Evaluation Criteria**

(Should be submitted on Company's letter head with company seal and signature of the authorized person)

**SUB:** Selection of vendor for end to end implementation of comprehensive Customer Relationship Management (CRM) solution for 5 years.

**Ref:** GEM/2023/B/3283751 dated 29/03/2023.

The technical evaluation of the bidder will be carried as per the details furnished below:

Sl. No.	Criteria	Evaluation Parameters	Documents to be submitted	Max marks	Marks Obtained
1.	Implementation experience of Bidder/OEM	<p>Schedule Public/Private sector Bank in India: 4 Marks</p> <p>NBFCs /Small finance Banks in India: 3 Marks</p> <p>Insurance company/ Any listed company in India: 2 Marks</p> <p><b>Note:</b> Bank will accept maximum of three implementation under each category for scoring.</p>	Satisfactory performance certificate from client in BFSI along with purchase order/reference letter/email duly mentioning the designation and contact details of client/ work order to this effect	27	
2.	Implementation of Social Media Management on following platforms by Bidder/OEM- a. Youtube b. Facebook c. Pintrest d. Instagram e. Twitter f. LinkedIn g. Blogs h. Reddit i. Google Playstore j. Apple App Store	1 Marks for each implementation	The Bidder has to submit the documentary proofs/references from their existing clients to verify the same.	10	
3.	Availability of services in	Yes: 18 Marks No: 0 Marks	The Bidder has to submit the documentary	36	





	<p>proposed solution to integrate with several modules:</p> <ol style="list-style-type: none"> <li>i. Customer 360 View</li> <li>ii. Campaign management</li> <li>iii. Lead Management Module</li> <li>iv. Opportunity Management</li> <li>v. Collection management</li> <li>vi. Social Media management</li> <li>vii. User and workflow Management</li> <li>viii. Dashboard / Reports components</li> <li>ix. Card management</li> <li>x. Wealth Management</li> <li>xi. Call Centre Operations</li> <li>xii. Predictive Analysis &amp; Forecasting</li> </ol>	<p>(3 Mark for each module Integration)</p>	<p>proofs/artifacts/references from their existing clients to verify the same.</p>		
<p>4.</p>	<p>Presentation by the Bidder: Note: The Presentation is as per the technical &amp; functional requirement/scope of work/other terms as mentioned in RFP to the Bank )</p>	<p>Technical presentation will be evaluated on the following parameters:</p> <ul style="list-style-type: none"> <li>• Proposed Solution</li> <li>• IT architecture, Approach and Methodology</li> <li>• Project Governance</li> <li>• Security Aspects</li> <li>• Any Other features as per RFP Document</li> </ul>		<p>27</p>	
<p>5.</p>	<p><b>Total Marks</b></p>			<p><b>100</b></p>	



\*Bank at its discretion may conduct site Visit to verify the Technical and Functional aspects as mentioned in RFP Original/Amended document, of the solution proposed by the Bidder.

**Declaration:** We hereby confirm that the information submitted above is true to the best of our knowledge. We understand that in case any discrepancy is found in the information submitted by us, our response to this GeM bid is liable for rejection.

Date:

Signature with Seal

Name:

Designation:

