

Corrigendum-7 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:

Sl. No.	Section/ Annexure/ Appendix of the GeM bid	Clause No.	Existing	Amended
a.	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	Supply, Installation, Integration & Implementation	Point 1.1 to 1.9	<u>Refer Amended Point 1.1 to 1.9</u>
b.	Annexure-8 Scope of Work	38 Cloud	38. Cloud	Added Point 38.51  <u>38.51 Dedicated Leased line from CSP data center to Canara Bank DC and DRC center with CPE (customer Premises Equipment) network devices for network link termination. The Bandwidth of the line must support minimum 500 Mbps link.</u>
c.	Annexure-17 Bill of Material	Bill of Material	Annexure-17 Bill of Material	<u>Annexure-17 Refer Amended Bill of Material</u>
d.	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS	8. Payment Terms	8.1 Payment terms	<u>Refer Amended Payment Terms</u>

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: 03/06/2023  
Place: Bengaluru



  
Deputy General Manager

**SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS**

**1. Amended Supply, Installation, Integration & Implementation**

- 1.1. Bank shall provide the address and contact details for end to end implementation of Comprehensive Customer Relationship Management Solution as per the RFP terms while placing the order.
- 1.2. The selected bidder should supply, install, integrate and implement the proposed comprehensive CRM solution as per RFP within Thirty-Six (36) weeks from the Project Kick-off date.
- 1.3. Bidder has to supply the standardize version of Comprehensive Customer Relationship Management Solution within Four (4) weeks from the Project Kick-off date.
- 1.4. The remaining requirements should be customized and complete the User Acceptance Test (UAT) and Pilot Run within Thirty Week (32) weeks from the date of delivery of standardized solution.
- 1.5. Bidder has to implement the solution in Phased manner and the Timelines and modules of each phase will be discussed mutually with selected bidder.
- 1.6. Partial or incomplete or damaged delivery of materials will not be considered as delivered of all the ordered materials. Date of delivery shall be treated as date of last material delivered to the ordered locations if materials are not damaged. In case materials are delivered with damage, Date of delivery shall be treated as date of replacement of damaged material with new one. Delivery payment shall be paid against completion of delivery of all the ordered materials without any damage and proof of delivery duly certified by Bank's Officials, along with delivery payment claim letter.
- 1.7. The installation will be deemed as incomplete if the required deliverables are not supplied or supplied but not installed and/or not operational or not acceptable to Bank after acceptance testing/examination. In such an event, the supply and installation will be termed as incomplete and system(s) will not be accepted. The installation will be accepted only after complete implementation of Solution as per RFP terms.
- 1.8. End to End implementation of the solution will be deemed as complete only when the same is accepted by the Bank in accordance with the terms & conditions of this RFP. The solution will be accepted after complete integration and satisfactory working of the solution.





Amended Clauses

8. Payment Terms

8.1. The payment schedule will be as under and will release after execution of contract agreement:

Sl. No.	Payment Stages	Percentage of Payment	Condition/Remarks
1.	User licenses for CRM solution	100% of Licenses for each year as per Sl. No. 1 of Table-A	Yearly in Advance for each year and on submission of Invoice and Acceptance/Sign off by the Bank and on production of relevant documents
2.	One time implementation	40% of Sl. No. 1 of Table-B	On completing Implementation of Campaign Management, Lead Module, Opportunity Management, User and workflow Management and on submission of Invoice and Acceptance/Sign off by the Bank on production of relevant documents.
		30% of Sl. No. 1 of Table-B	On completing Implementation of Collection Management, Social Media Management, Relationship Management, Customer 360 View and on submission of Invoice and Acceptance/Sign off by the Bank on production of relevant documents.
		30% of Sl. No. 1 of Table-B	On completing Implementation of Call Centre operations, Predictive Analysis & Forecasting, Card management, Dashboard & Reports Management and on submission of Invoice and Acceptance/Sign off by the Bank on production of relevant documents
		100% of Sl. No. 2 of Table-B	On installation and commissioning of Leased line for DC and DR site of the Bank.
3.	Cloud hosting charges	Payment will be monthly in arrears on the actual consumption after deducting applicable penalties and Liquidated damages	
4.	Cost of Leased Line Services	Payment will be monthly in arrears on after deducting applicable penalties and Liquidated damages	
5.	Additional requirements/ additional customization/ enhancement	100% payment will be released after Successful Go Live and on production of relevant documents	
6.	Dedicated Onsite Resource & dedicated Offsite resources	Payment will be monthly in arrears after deducting applicable penalties and Liquidated damages.	



Annexure-17 (Amended)

Bill of Material

(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.

Table -A

Licenses Cost for Customer Relationship Management (CRM) Solution

[Amount in Rs.]

Sl. No.	Item Details	Unit Price per year (Excl. of Tax)	Tax for Column A		Unit Price per year (Incl. of tax)	Quantity	No of Years	Total Cost For 5 years (Incl. of tax)
		A	B % of tax	C Tax Amt	D=A+C			
1.	User licenses for CRM solution					15,000*	5	

\* The price quoted by the bidder is fixed for entire contract period and the quantity mentioned is indicative only. Bank at its discretion may place order on the selected bidder at the rates mentioned above during the contract period.

Table -B

Implementation Cost for Customer Relationship Management (CRM) Solution

[Amount in Rs.]

Sl. No.	Item Details	Price details (Excl. of Taxes)	Tax for Column a		Total Cost for Implementation (Incl. of Tax)
			% of Tax	Tax amt.	
		A	B	C	D=A+C
1	One Time Implementation Cost as per Scope of Work and Technical Requirements of the RFP				
2	One Time set-up cost for Dedicated Leased line from CSP data center to Canara Bank DC and DRC center with CPE (customer Premises Equipment)				
3	Total				





**Table-C**

**Cloud Hosting charges for 5 years**

[Amount in Rs.]

Sl. No.	Description	Hosting charges per month* [Excl. of Taxes]	No. of months	Total hosting charges for 5 years [Excl. of Taxes]	Tax for Column c		Total Hosting Charges for 5 years [Incl. of Taxes]
					Tax %	Tax Value	
					A	B	
1	Cloud Hosting Charges		60				
2	Cost of Leased Line Services		60				
3	<b>Total</b>						

\* The prices mentioned above are indicative only. Cloud hosting charges will be paid based on the actual consumption per month. Bidder to submit consumption report each month.

**Table-D**

**Cost for any additional requirements additional customization/ enhancement**

[Amount in Rs.]

Description	Charges Per Man day [Excl. of Tax]	Tax %	Tax Value	Charges Per Man day [Incl. of Tax]	No. of Years	No. of man days#	Total Cost [Incl. of Tax]
	A	B	C	D=(A+C)	E	F	G=(DxExF)
Cost for any additional requirements/ customization/ enhancement					5	100	

# The price quoted by the bidder is fixed for entire contract period and number of man days mentioned above is indicative only. However, the no. of man days may vary from time to time in total.



**Table-E**  
**Charges for dedicated Onsite & Offsite Resources**

[Amount in Rs.]

Sl. No.	Description	Charges for one resource per month [Excluding Tax]	No. of months	No. of Resources	Cost of resources for 5 years [Excluding Tax]	Tax %	Tax Value	Cost of resources for 5 years [Including Tax]
		a	b	c	d=axbxc	e	f	g=d+f
1	Cost of Onsite Resources* for comprehensive CRM Solution from go-live date		60	4				
2	Cost of Offsite Resources* for comprehensive CRM Solution from go-live date		60					

**Note:** The quantity mentioned in Table-E is indicative only. Bank at its discretion can avail dedicated onsite / offsite resources based on the requirement at the same rate during the contract period. Bank at its discretion decide the number of dedicated resources in case of Onsite/Offsite support.

**Table-F**  
**Total Cost for 5 Years Contract Period**

[Amount in Rs.]

Sl. No.	Details	Cost (inclusive of tax)
1.	Licenses Cost for Customer Relationship Management (CRM) Solution [Column G of Table-A]	
2.	Implementation Cost for Customer Relationship Management (CRM) Solution [Total of Column D of Table-B]	
3.	Cloud Hosting charges for 5 years [ Total of Column F of Table-C]	
4.	Cost for any additional requirements additional customization/ enhancement as per Table-D [column G]	
5.	Charges for dedicated onsite & offsite resources for 5 years as per Table-E [Total of Column g ]	
6.	Total Cost of Ownership [Sum of 1, 2, 3, 4 and 5 above]	



Undertaking

- i. Bill of material is submitted on the letter head and is signed by an Authorized Signatory with Name and Seal of the Company.
- ii. We confirm that we have gone through RFP clauses, subsequent amendments and replies to pre-bid queries (if any) and abide by the same.
- iii. We have not changed the structure of the format nor added any extra items. We note that any such alternation will lead to rejection of Bid.
- iv. We agree that no counter condition/assumption in response to commercial bid will be accepted by the Bank. Bank has a right to reject such bid.
- v. We are agreeable to the payment schedule as per "Payment Terms" of the RFP.

Date

Signature with seal

Name:

Designation:

