

**REQUEST FOR PROPOSAL (RFP) FOR
SUPPLY, INSTALLATION, CUSTOMIZATION AND MAINTENANCE OF
CUSTOMER RELATIONSHIP MANAGEMENT PLATFORM**

Date:17.03.2023

Reference: GeM BID NO: GEM/2023/B/307867 Dated 03/02/2023

**NOTICE-III
Addendum / Corrigendum**

| S.No. | Pg No/ Clause | Original Content | | Amended Content | |
|-------|---------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | | Existing clause | Particulars | Revised clause | Particulars |
| 1 | 6 (4) | Last Date of Submission/ Closing Date in Online & Offline Mode (Last Date of Submission of RFP Response) | 23/03/2023 at 03:00 P.M. for both online bid and offline document submissions. For Offline submission of documents listed in Sl. No. 10 below, the sealed envelope shall be addressed to the Bank and to be delivered at the address below. | Last Date of Submission/ Closing Date in Online & Offline Mode (Last Date of Submission of RFP Response) | 17.04.2023 at 03:00 P.M. for both online bid and offline document submissions. For Offline submission of documents listed in Sl. No. 10 below, the sealed envelope shall be addressed to the Bank and to be delivered at the address below. |
| 2 | sec 9.1 - Eligibility Criteria - Point 9 | The proposed CRM solution should have been implemented for at least one Scheduled Commercial Bank in India having a total business of more than 1 lakh crores rupees (or) minimum 1000 branches as on 31.03.2022, with minimum of 2,000users on CRM Platform. The platform should be in use /live as on date of publishing RFP. | The bidder to submit certificate from the Bank along with the copy of Purchase Order to the effect that the solution is implemented and working satisfactorily. Details to furnished as per Annexure-XV. | The proposed CRM solution should have been implemented for at least one Scheduled Commercial Bank in India having a total business of more than 1 lakh crores rupees (or) minimum 1000 branches as on date of RFP, with minimum of 2,000 users on CRM Platform. The platform should be in use /live as on date of publishing RFP. | The bidder to submit certificate from the Bank along with the copy of Purchase Order to the effect that the solution is implemented and working satisfactorily. Details to furnished as per Annexure-XV. |

Authorized Signatory