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DIGITAL BANKING TRANSFORMATION DIVISION, HEAD OFFICE,
PLOT NO-4, SECTOR 10, DWARKA, NEW DELHI – 110075

REP REF:PNB/HO/DBTD/CRM/01/2023-24 DATED 10.04.2023

RFP for Selection of vendor for Supply, Development, Installation and Maintenance of Customer Relationship Management (CRM) Solution

Clarification on Corrigendum & Addendum-1:

| S.N. | RFP Page No. | RFP Clause | Amendment in Clause |
|------|--------------|---|--|
| 12 | 33 | 4. Infrastructure, Cloud and other CSP requirements | <p>z1: Bidder should ensure that CSP should be a valid MeitY empanelled Cloud Service Provider or should be able to submit System Audit Report (SAR) for Data Localisation conducted by CERT-IN Empanelled Auditors for Cloud Service Provider with two data centre locations.</p> <p>z2: The cloud service to be availed by the bidder for Bank shall follow RBI, Government of India guidelines, other regulatory guidelines, mandates on Cloud Computing GDPR compliance in addition to MEITY empanelled accreditation or SAR for Data Localisation conducted by CERT-IN Empanelled Auditors.</p> |

Clarification on Reply to pre-Bid Query:

| S.N. | RFP Page No. | RFP Clause | RFP Clause | Bank's Response/ Clarification |
|------|--------------|------------------------------------|---|---|
| 110 | 78 | ELIGIBILITY CRITERIA OF THE BIDDER | 15. The bidder should have a minimum of three years' experience in hosting the proposed solution in public/ private cloud having single tenancy architecture for scheduled commercial banks in India. | <p>The bidder/OEM should have experience of implementation of the CRM solution in public/ private cloud architecture in BFSI[^] in India.</p> <p>[^] SCB/ AAA rated NBFC/ any other Organization having more than 1000 branches across India.</p> |

Assistant General Manager

Date: 13.06.2023