

Punjab National Bank



Corrigendum -2

REQUEST FOR PROPOSAL FOR SUPPLY, DEVELOPMENT, INSTALLATION and MAINTENANCE of CUSTOMER RELATIONSHIP MANAGEMENT (CRM) SOLUTION

Plot No.4, Sector-10, Dwarka, Delhi – 110075

E-Mail : dbtd.procurement@pnb.co.in

Website: www.pnbindia.in

Dated 23/06/2023

S. N.	RFP Page No.	RFP Clause	Existing Clause	Amendment in Clause
1	76	Annexure- III Eligibility Criteria of The Bidder (Point No.4)	Supporting documents to be submitted Undertaking to be submitted with details of support center like address, contact details, no. of Support engineers signed and stamped by authorized signatory AND Escalation Matrix as per Annexure-XIX to be provided.	Supporting documents to be submitted Undertaking to be submitted with details of support center like address, contact details, no. of Support engineers signed and stamped by authorized signatory AND Escalation Matrix as per <u>Annexure-XX</u> to be provided.
2	78	Annexure- III Eligibility Criteria of The Bidder (Point No.10)	Supporting Documents to be submitted Undertaking to be submitted as per Annexure-XVII	Supporting Documents to be submitted Undertaking to be submitted as per <u>Annexure-XVIII</u>

Modification in Annexure-XIV(Revised):

Sr	Existing Table A1 & A5 of Indicative Commercial Offer (Annexure – XIV)				Revised Table A1 & A5 of Indicative Commercial Offer (Annexure – XIV)						
4	Table A1 User Type Based CRM Solution Cost (License Subscription Model) *				Table A1 User Type Based CRM Solution Cost (License Subscription Model) *						
	Sr.	Type of CRM User License	Indicative Quantity [A]	No of months [B]	Total Price (INR) [C= AxB]	Sr.	Type of CRM User License	Indicative Quantity [A]	No of months [B]	Unit Price(C)	Total Price (INR) [D= AxBxC]
	1	Admin User	200	60		1	Admin User	200	60		
	2	Core CRM	15000	60		2	Core CRM	15000	60		
	3	Business User	Enterprise (~1,00,000)	60		3	Business User	Enterprise (~1,00,000)	60		
		Total									

*The solution cost (License subscription model) comprises of application subscription cost, application support cost (ATS), warranty and cloud Hosting charges. **Please refer to Annexure XXIV for Description of CRM user Type.**

Table A5

Cost of any additional Customization

Sr.	Description	Unit Cost per man days (INR) [A]	No of Man Days [C]#	Total Cost (INR) D= (AxBxC)
1	Cost of any additional customization		100	

The price quoted by the bidder is fixed for entire contract period and the number of man days mentioned above is indicative only.

*The solution cost (License subscription model) comprises of application subscription cost, application support cost (ATS), warranty and cloud Hosting charges. **Please refer to Annexure XXIV for Description of CRM user Type.**

Revised Table A5

Cost of any additional Customization

Sr.	Description	Unit Cost per man days (INR) [A]	No of Man Days [B]#	Total Cost (INR) C= [AxB]
1	Cost of any additional customization		100	

The price quoted by the bidder is fixed for entire contract period and the number of man days mentioned above is indicative only.

TECHNICAL COMPETENCY - SCORING CRITERIA [Revised]
(Page 17-18 of Corrigendum & addendum 1)

Sr.	Evaluation Parameters	Max. Marks	Scoring	Supporting Documents (Should be in the name of Bidder/OEM, however Bidder should have implementation experience in at least 1 SCB).
1	CRM Solution is implemented in Schedule Commercial	25	<ul style="list-style-type: none"> 5 mark each for implementation in SCBs or in BFSI^ (Other than SCB) in India with minimum one implementation in each. 	Purchase Order <u>along with</u> Email from the client containing all the required information.

	Banks (SCB) / BFSI in India.		<p>^ AAA rated NBFC/ any other BFSI having more than 1000 branches across India.</p>	<p><i>(Kindly note that Client's Email should be from their official Email IDs only, containing their name, designation & Mobile number)</i></p> <p>OR</p> <p>Copy of Work Order/Purchase Order <u>along with</u> Installation Certificate signed & stamped by the Client</p> <p>OR</p> <p>Go-Live sign-off and Reference Letter/Certificate from the client</p>
2	Satisfactory Services Certificate	10	<ul style="list-style-type: none"> • 10 marks- Satisfactory Services Certificate by ≥ 3 Clients • 5 marks- Satisfactory Services Certificate by > 1 and < 3 Clients 	As per content of Annexure – VII / <u>through e-mail of client mentioning Name, Designation, contact details</u>
3	Proposed Solution Compliance to Technical Specification mentioned in Annexure-XIII	25	<ul style="list-style-type: none"> • 25 marks- if $\geq 95\%$ solution compliance and min 10% customization • 17 marks- if ≥ 90 and < 95 solution compliance and minimum 10% • 10 marks- if ≥ 80 and < 90 solution compliance and minimum 10% customization • Bidder is not eligible if marks obtained below 80% 	Annexure-XIII on bidder's letter head duly signed and stamped by authorized signatory.