

#	RFP Page No.	RFP Clause no.	Existing Clause	Modified Clause
1.	10	5	<p>Schedule of Event: - <u>Last Date & Time for Bid submission.</u></p> <p>May 05, 2025 up to 16:00 hours</p> <p>The bid documents have to be submitted through electronic mode through the e-Tendering Portal https://c1.eproc.in</p> <p>Please refer the instructions to the bidders for online mode (Annexure-21).</p>	<p>Schedule of Event: - <u>Last Date & Time for Bid submission.</u></p> <p>May 26, 2025 up to 16:00 hours</p> <p>The bid documents have to be submitted through electronic mode through the e-Tendering Portal https://c1.eproc.in</p> <p>Please refer the instructions to the bidders for online mode (Annexure-21).</p>
2.	10	6	<p>Schedule of Event: - <u>Date and Time for opening of Bid</u></p> <p>May 05, 2025 up to 17:00 hours</p> <p>The bid documents have to be opened through electronic mode through the e-Tendering Portal https://c1.eproc.in</p>	<p>Schedule of Event: - <u>Date and Time for opening of Bid</u></p> <p>May 26, 2025 at 17:00 hours</p> <p>The bid documents have to be opened through electronic mode through the e-Tendering Portal https://c1.eproc.in</p>
3.	13	4	<p>Bidder should have annual average turnover of Rs.250 crore (Rs.25 crore for MSE) in the last 3 financial years i.e. Annual turnover of only Bidder company and not of its group of companies shall be considered for this purpose. Relaxation for MSME the average annual turnover of MSME/MSME Bidder should be Rs. 25 Crores or above in the last 3 Financial years</p>	<p>Bidder should have annual average turnover of Rs.250 crore (Rs.25 crore for MSE/MSME) in the last 3 financial years i.e. Annual turnover of only Bidder company and not of its group of companies shall be considered for this purpose. Relaxation for MSE/MSME the average annual turnover of MSE/MSME Bidder should be Rs. 25 Crores or above in the last 3 Financial years.</p>
4.	15	10	<ul style="list-style-type: none"> Bidder should have implemented at least 2 modules out of the 3 proposed modules in one or more scheduled commercial bank in India having minimum 2000 branches as on date of RFP with Minimum 3000 Licensed user on proposed cloud CRM Platform. If the bidder has implemented Native Cloud CRM in any BFSI directly or on behalf of any partner, then the bidder will be eligible to apply. <p>No two partners can claim for same client implementation. However, in case two partners claim for the</p>	<ul style="list-style-type: none"> Bidder/OEM Should have Implemented at least 2 modules out of the 3 proposed modules in one or more scheduled commercial bank in India having minimum 1000 branches as on date of RFP with Minimum 2000 Licensed user on proposed cloud CRM Platform. If the bidder has implemented Native proposed Cloud CRM in any BFSI directly or on behalf of any partner, then the bidder will be eligible to apply. <p>No two partners can claim for same client implementation. However, in case two partners</p>

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			<p>same client then the partner who had implemented cloud CRM at ground level shall be considered for eligibility and evaluation. Bidder has to bid with one OEM only for the Proposed CRM solution. Any bidder proposing more than one OEM solution will be summarily rejected.</p> <ul style="list-style-type: none"> Copy of Accepted Work order and self-certification. <p>Supportive documents from client will be required for decision</p>	<p>claim for the same client then the partner who had implemented cloud CRM at ground level shall be considered for eligibility and evaluation. Bidder has to bid with one OEM only for the Proposed CRM solution. Any bidder proposing more than one OEM solution will be summarily rejected.</p> <ul style="list-style-type: none"> Copy of Accepted Work order or email confirmation from client. <p>Supportive documents from client will be required for decision</p>
5.	15	9	<ul style="list-style-type: none"> The bidder should have proven implementation experience of the Proposed Cloud CRM solution for streamlining and automating sales, service & marketing processes having minimum CRM user count of 3000. Preferably in large scale banks or BFSI. Copy of Accepted Work order and self-certification. 	<ul style="list-style-type: none"> The bidder should have proven implementation experience of the Proposed Cloud CRM solution for streamlining and automating sales, service & marketing processes having minimum CRM user count of 2000. Preferably in large scale banks or BFSI. Copy of the Accepted Work order or Email confirmation from client.
6.	16	15	<p>Eligibility Criteria: -</p> <p>The bidder should have atleast 300 resources in the COE of the cloud CRM practice</p>	<p>Eligibility Criteria: -</p> <p>The bidder should have atleast 100+ resources in the COE of the proposed cloud CRM practice</p>
7.	19	3	<p>Contract Period:-</p> <ul style="list-style-type: none"> First such renewal (post completion of initial term of 3 year) will be for 2 Years, and thereafter yearly renewal. It may include an indexation of upto 7 percent (5%) based on the cost from the previous year. 	<p>Contract Period:-</p> <ul style="list-style-type: none"> First such renewal (post completion of initial term of 3 year) will be for 2 Years, and thereafter yearly renewal. It may include an indexation of upto 7 percent (7%) based on the cost from the previous year.

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8.	24	26(a)	Implementation Timelines & Rollout Plan – Project plan to be implemented within 6 months with maximum timelines of 12 months (including requirement gathering, pre-requisite preparation, setting up the required environment and configuration, customizations, UAT/SIT etc). Time will start immediately after receiving the purchase order. In order to save time the successful bidder is advised to start resource on-boarding and resource mobilisation within maximum 2 weeks of receiving the Purchase order.	Implementation Timelines & Rollout Plan – Project plan to be implemented within 6 months with maximum timelines of 15 months (including requirement gathering, pre-requisite preparation, setting up the required environment and configuration, customizations, UAT/SIT etc). Time will start immediately after receiving the purchase order. In order to save time the successful bidder is advised to start resource on-boarding and resource mobilisation within maximum 2 weeks of receiving the Purchase order.																								
9.	30	7	<table><tr><th>Uptime Percentage</th><th>Service Credit</th></tr><tr><td>< 99.9% to >=99%</td><td>25%</td></tr><tr><td>< 99% to >=95%</td><td>50%</td></tr><tr><td>< 95%</td><td>100%</td></tr></table>	Uptime Percentage	Service Credit	< 99.9% to >=99%	25%	< 99% to >=95%	50%	< 95%	100%	<table><tr><th colspan="2">Service Credit</th></tr><tr><th>Uptime Percentage</th><th>Service Credit</th></tr><tr><td>< 99.5% to >=99%</td><td>25%</td></tr><tr><td>< 99% to >=95%</td><td>50%</td></tr><tr><td>< 95%</td><td>100%</td></tr></table>	Service Credit		Uptime Percentage	Service Credit	< 99.5% to >=99%	25%	< 99% to >=95%	50%	< 95%	100%						
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10.	31,32		<p>Uptime rules: The bidder should guarantee a minimum of uptime of 99.95% per month for the SOLUTION and execute Service Level Expectations accordingly. The uptime will be calculated on monthly basis. Penalty will be charged as below:</p> <table><tr><th></th><th>SLA</th><th>Penalty</th></tr><tr><td>1</td><td>Where the downtime is up to 30 minutes (Uptime above 99.95%)</td><td>No Penalty</td></tr><tr><td>2</td><td>Where the downtime is above 30 minutes but less than or equal to 2 hours (Uptime between 99% to 99.95%)</td><td>Rs.3,000/- for every 1 hour or part thereof for the downtime exceeding 2 Hours</td></tr></table>		SLA	Penalty	1	Where the downtime is up to 30 minutes (Uptime above 99.95%)	No Penalty	2	Where the downtime is above 30 minutes but less than or equal to 2 hours (Uptime between 99% to 99.95%)	Rs.3,000/- for every 1 hour or part thereof for the downtime exceeding 2 Hours	<p>Uptime rules: The bidder should guarantee a minimum of uptime of 99.5% for the SOLUTION and execute Service Level Expectations accordingly. The uptime will be calculated on quarterly basis. Penalty will be charged as below:</p> <table><tr><th></th><th>SLA</th><th>Penalty</th></tr><tr><td>1</td><td>Where the Uptime is above 99.5%</td><td>No Penalty</td></tr><tr><td>2</td><td>Where the Uptime is between 99% to 99.5%</td><td>Rs.3,000/- for every 1 hour</td></tr><tr><td>3</td><td>Where the Uptime is between 98%-99%</td><td>Rs.5,000/- for every 1 hour</td></tr><tr><td>4</td><td>Where the Uptime is below 98%</td><td>Penalty of 20% of the total FMS payable for</td></tr></table>		SLA	Penalty	1	Where the Uptime is above 99.5%	No Penalty	2	Where the Uptime is between 99% to 99.5%	Rs.3,000/- for every 1 hour	3	Where the Uptime is between 98%-99%	Rs.5,000/- for every 1 hour	4	Where the Uptime is below 98%	Penalty of 20% of the total FMS payable for
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			3	Where the down time is above 2 Hours but less than or equal to 7 Hours (Uptime between 98%-99%)	Rs.5,000/- for every 1 hour or part thereof for the downtime exceeding 7 Hours.			the respective quarter will be levied.																
			4	Where the downtime is above 7 Hours. (Below 99.5%)	Penalty of 20% of the total FMS payable for the respective quarter will be levied.																			
11.	34	9.9.9	SLA for Uptime of the solution/ service: As per the current standard Service Level Agreement for OEM Online Services, the SLA must be financially backed with 99.9% uptime. The Service uptime agreement for the proposed solution should have uptime commitments and have transparent credit calculations in case of uptime not being met for any service(s).			SLA for Uptime of the solution/ service: As per the current standard Service Level Agreement for OEM Online Services, the SLA must be financially backed with 99.5% uptime. The Service uptime agreement for the proposed solution should have uptime commitments and have transparent credit calculations in case of uptime not being met for any service(s).																		
12.	34	9.9.10	<p>The successful bidder will adhere to the following Service Level Expectations (SLE) related to support for solution implemented/services provided.</p> <p>In case the stipulated uptime is not maintained, penalty shall be charged as specified below:</p> <table><tr><th>Uptime Percentage</th><th>Service Credit</th></tr><tr><td>< 99.9% to >=99%</td><td>25%</td></tr><tr><td>< 99% to >=95%</td><td>50%</td></tr><tr><td>< 95%</td><td>100%</td></tr></table> <p>The uptime will be calculated as per the formula given below: Uptime (%) = (Sum of total Minutes during month – Sum of downtime</p>			Uptime Percentage	Service Credit	< 99.9% to >=99%	25%	< 99% to >=95%	50%	< 95%	100%	<p>The successful bidder will adhere to the following Service Level Expectations (SLE) related to support for solution implemented/services provided.</p> <p>In case the stipulated uptime is not maintained, penalty shall be charged as specified below:</p> <table><tr><th>Uptime Percentage</th><th>Service Credit</th></tr><tr><td>< 99.5% to >=99%</td><td>25%</td></tr><tr><td>< 99% to >=95%</td><td>50%</td></tr><tr><td>< 95%</td><td>100%</td></tr></table> <p>The uptime will be calculated as per the formula given below: Uptime (%) = (Sum of total Minutes during quarter – Sum of downtime</p>			Uptime Percentage	Service Credit	< 99.5% to >=99%	25%	< 99% to >=95%	50%	< 95%	100%
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			<p>Minutes during month) X 100 / Sum of total Minutes during month Total Minutes in a month will be taken as: 24hrs* no. of days in respective month Downtime Minutes include both planned (beyond the permissible limit) as well as unplanned downtime. If the uptime falls below 99% during two consecutive months, contract / Order may be cancelled and Bank may claim entire advance amount with interest from the bidder with additional 10% of the yearly contract cost as penalty.</p>	<p>Minutes during quarter) X 100 / Sum of total Minutes during quarter Total Minutes in a quarter will be taken as: 24hrs* no. of days in respective quarter. Downtime Minutes include both planned (beyond the permissible limit) as well as unplanned downtime. If the uptime falls below 99% during two consecutive quarter, contract / Order may be cancelled and Bank may claim entire advance amount with interest from the bidder with additional 10% of the yearly contract cost as penalty.</p>
13.	28	4.1.2	<p>Number of any Cloud CRM Implementations a. In BFSI in India – 1 Marks b. Any other Industry in India – 0.5 Marks *Max 2 references will be considered</p>	<p>Number of proposed Cloud CRM Implementations a. In BFSI in India – 1 Marks b. Any other Industry in India – 0.5 Marks *Max 2 references will be considered</p>
14.	29	4.1.5	<p>Migration - Whether the bidder has done End-to-end migration of any On-premise CRM to cloud CRM 1 Marks for cloud CRM implementation *Maximum 2 migrations will be considered</p>	<p>Migration - Whether the bidder has done End-to-end migration of any On-premise CRM to cloud CRM 2 Marks for cloud CRM implementation *Maximum 2 migrations will be considered</p>

All other terms and conditions remain unchanged.

Date: May 05, 2025

Place: Mumbai