

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

Date: 31.03.2023

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

**NOTICE-IV
Addendum / Corrigendum**

S. No.	Pg No/ Clause	Existing Clause	Revised Clause
1	124 Part II Commercial Bid	PART – II Commercial Bid	<p>As per GeM guidelines price to be quoted by the bidders should be inclusive of taxes, while in the RFP floated the commercial bid is provided as exclusive of taxes.</p> <p>The revised commercial bid with inclusion of tax component is provided below.</p> <p>Note: GST Tax component is assumed as @ 18 % for the purpose of this commercial bid. However tax will be paid at actuals as applicable, prevailing at the time of invoicing</p>

Revised Clause
<p><u>PART – II</u> <u>Commercial Bid</u></p> <p><u>(Price bid along with Breakup to be submitted with Technical Bid in a separate envelope)</u></p> <p align="center">Date:</p> <p>To Assistant General Manager, Indian Bank, Corporate Office Marketing Department, 254 - 260, Avvai Shanmugam Salai, Royapettah, Chennai-600014</p> <p>Dear Sirs,</p> <p>Sub: Request for Proposal for Supply, Installation, Customization and Maintenance of Customer Relationship Management Platform.</p> <p>Ref: Your RFP No. CO/MKTG/CRM RFP/01/2022-23dated 03/02/2023</p> <p>We submit hereunder the price breakup details.</p>

Price Schedule

TABLE A1

A1. Slab wise cost of CRM Licenses:

Sl. No	No. of Users per year * (a)	License Cost per User per Year (Rs.) [Exclusive of Taxes] (b)	Taxes @ 18 % (c)	Total Cost (d)=(b+ c)
A1.1	Up to 3,000 users			
A1.2	Above 3,000 and up to 6,000 users			
A1.3	Above 6,000 and up to 10,000 users			
A1.4	Above 10,000 and up to 15,000 users			
A1.5	Above 15,000 users			

* The Year-1 starts from the date of signing of Contract / SLA. However, licences will be deemed to be utilized only from the date of Go Live of MVP-1. Cost of licenses will be paid on pro-rata basis from the date of utilisation for the corresponding year.

A2. Yearly cost of CRM Licenses:

TABLE A2

For the purpose of calculation of license cost for TCO, the following table will be used.

Sl. No.	Year	No. of Users per year* (a)	License Cost per User [as per column (b) of above table - A1] (Rs.) Exclusive of Taxes(b)	Total license cost (Rs.) * (c) = (a) x (b)	Taxes @ 18 % (d)=c x18%	Total Cost (e)=(c) + (d)
A2.1	Year-1	3,000 users				
A2.2	Year-2	6,000 users				
A2.3	Year-3	10,000 users				
A2.4	Year-4	15,000 users				
A2.5	Year-5	15,000 users				
Total license cost for 5 years [A]						

* **Note:** License Payment will be made only on the actual number of user licenses utilised during the particular year and a separate PO will be issued for additional licences (with bucket size of 1000 user licenses) based on the existing terms and conditions and the payment will be made upfront on Pro- Rata basis within 30 days of raising the invoice.

*There is no commitment on the slab wise utilisation of the licences, the above table is indicative and for calculation of TCO.

TABLE B1

B1. Cost of Annual Technical Support (ATS) on License:

Sl. No.	Particulars	ATS %
B1.1	Quote the % of ATS payable every year	_____ %

TABLE B2

For the purpose of calculation of the cost of ATS for TCO, the following table will be used.

Sl. No.	Year	No. of Users per year*	Total license cost as per Table A2 column (c) (Rs.) (b)	ATS % as quoted above in B1.1 (c)	ATS cost per year based on user licences (Rs.) (d)	Taxes @ 18 % (e)	Total Cost (f)=(d)+(e)
B2.1	Year-1	3,000 users	A2.1 (c)	B1.1			
B2.2	Year-2	6,000 users	A2.2 (c)	B1.1			
B2.3	Year-3	10,000 users	A2.3 (c)	B1.1			
B2.4	Year-4	15,000 users	A2.4 (c)	B1.1			
B2.5	Year-5	15,000 users	A2.5 (c)	B1.1			
Total ATS cost for 5 years							

* **Note:** ATS payment will be made only on the actual number of user licenses utilised during the particular year. ATS is payable half yearly in arrears on the actual licence fees paid for the corresponding year.

C. Cost of Implementation of Customer Relationship Management Platform:

TABLE C

S. No.	Particulars	Amount (Rs)
C.1	Implementation Charges at UAT, DC & DR Site (installation, configuration, Customization, Training, Interface(s), Testing, Acceptance, Data Migration etc.)	
	Total cost of Implementation (exclusive of taxes) [C]	

	Taxes @ 18 % (D = C X 18%)	
	Total Cost (E = C +D)	

D. Cost of Manpower for onsite / production support (L1 support) for 4.5 years:

The bidder to provide minimum two (02) L1 resources per shift (at 3 shifts per day) for handling the operations on 24x7x365 basis. The bidder to deploy required number of resources to maintain the defined SLA and ensure that the minimum count of personnel per shift per day is maintained. The service fee will be paid on quarterly basis in arrears from the date of GOLIVE of MVP-1, till the end of the contract period. For 1st year, payment will be made on Pro-rata basis for the period from which the support engineers are available in Bank's site. The payment will be made in arrears at the end of every quarter on submission of invoices.

TABLE D

S. No.	Item	Total Resources cost per month (Rs.) (a)	Total Cost per Annum (Rs.) (b) = (a) x 12	Taxes @ 18 % (c) = (b) X 18 %	Total Cost (d)= (b)+(c)
1	Cost of manpower for Onsite L1 support for 1 st year		(Quote 6 months charges only)		
2	Cost of manpower for Onsite L1 support for 2 nd year				
3	Cost of manpower for Onsite L1 support for 3 rd year				
4	Cost of manpower for Onsite L1 support for 4 th year				
5	Cost of manpower for Onsite L1 support for 5 th year				
	Total L1 Support Cost [D]				

E. Cost of Manpower for onsite / production support (L2 support) for 4.5 years:

The bidder to provide minimum one (01) L2 resource per shift (at 3 shifts per day) for handling the operations on 24x7x365 basis. The bidder to deploy required number of resources to maintain the defined SLA and ensure that the minimum count of personnel per shift per day is maintained. The service fee will be paid on quarterly basis in arrears from the date of GOLIVE of MVP-1, till the end of the contract period. For 1st year, payment will be made on Pro-rata basis for the period from which the support engineers are available in Bank's site. The payment will be made in arrears at the end of every quarter on submission of invoices.

TABLE E

S. No.	Item	Resource cost per month (Rs.) * (a)	Total Cost per Annum (Rs.) (b) = (a) x 12	Taxes @ 18 % (c)	Total (d)=(b)+(c)
1	Cost of manpower for Onsite L2 support for 1 st year		(Quote 6 months charges only)		
2	Cost of manpower for Onsite L2 support for 2 nd year				
3	Cost of manpower for Onsite L2 support for 3 rd year				
4	Cost of manpower for Onsite L2 support for 4 th year				
5	Cost of manpower for Onsite L2 support for 5 th year				
	Total L2 Support Cost [E]				

F. Cost of dedicated L3 onsite development engineer for 4.5 years:

The bidder to provide 1 dedicated L3 onsite development engineer at Bank's premises from the date of GoLive on MVP-1 and upto the end of contract period. The dedicated L3 onsite engineer to be available during all working days of the Bank. For 1st year, payment will be made on Pro-rata basis for the period from which the support engineers are available in Bank's site. The payment will be made in arrears at the end of every quarter on submission of invoices.

TABLE F

S. No.	Item	Resource cost per month (Rs.) * (a)	Total Cost per Annum (Rs.) (b) = (a) x 12	Taxes @ 18 % (c)	Total (d) = (b)+(c)
1	Cost of manpower for Onsite L3 support for 1 st year		(Quote 6 months charges only)		
2	Cost of manpower for Onsite L3 support for 2 nd year				

3	Cost of manpower for Onsite L3 support for 3 rd year				
4	Cost of manpower for Onsite L3 support for 4 th year				
5	Cost of manpower for Onsite L3 support for 5 th year				
	Total L3 Support Cost (inclusive of taxes) [F]				

G. Man-days cost for Change Requests (in case of fresh CRs not carried out through L3 onsite development engineer):

TABLE G

Sr. No.	Particulars	Per Man-day cost (in Rs.) (a)	Bucket Size (b)	Total Cost (in Rs.) (exclusive of Taxes) (c)	Taxes @ 18 % (d)= C X 18%	Total (e)= (c)+(d)
1	Per Man-day Cost *		250 (person days)			

* Bank may avail bucket size of 250 person-days each, as per the actual requirements of the Bank.

Cost for 4 Bucket of 1,000 person-days (i.e. 250 x 4)(exclusive of Taxes)	Rs.....
Tax @ 18 %	
Total Cost [G] (Cost + Taxes)	

H. Total Cost of Ownership (TCO) of the Project:

TABLE H

Total Cost of Ownership (TCO) without taxes = Table[A] + Table[B] + Table[C] + Table[D] + Table[E] + Table[F] + Table[G] (exclusive of Taxes): (X)	Rs.
Total Taxes (Y)=(Tax of A + Tax of B + Tax of C +Tax of D+ Tax of E + Tax of F + Tax of G	

Total Cost with taxes(H)=(X+Y)	
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In words (inclusive of taxes): Rupees.....

PRICE STATEMENT:

Bank reserves the right to re-negotiate the price for any of the line items furnished above, in case the rates offered are arbitrary and not as per market prices.

Total Cost of Ownership (TCO) for CRM Platform is for the entire contract period (inclusive of all duties, levies, freight, insurance, warranty, etc., is Rs. (in figures) Rupees (in words). (Octroi/ Entry Tax if any, will be reimbursed on submission of original receipts.)

We submit that we shall abide by the details given above and the conditions given in your above tender.

For
 Office Seal (Authorised Signatory)
 Place: Name:
 Date: Designation:
 Mobile No:
 Business Address:
 Telephone No:
 E-mail ID:

S. No.	Pg. No/ Clause	Existing Clause	Revised Clause
2	Page No: 28 9.Evaluation Criteria Point No. F	In the second phase of evaluation, the Commercial Bids of those bidders, whose technical bids have been short-listed and who have qualified in technical evaluation as explained above after scoring of Techno Evaluation, will be opened. After opening of Commercial Bids, commercial evaluation & verification of the commercial bids will be done by the Bank.	In the second phase of evaluation, the Commercial Bids of those bidders, whose technical bids have been short-listed and who have qualified in technical evaluation as explained above after scoring of Techno Evaluation, will be opened. After opening of Commercial Bids, commercial evaluation & verification of the commercial bids will be done by the Bank. Total marks for technical evaluation will be converted to 100 and weight will be assigned as mentioned in the evaluation method. Technical marks (consolidated /total marks) of the respective bidders will be updated in GeM portal before opening of the commercial bid