

With reference to RFP Ref No. 39/2023-24 (GEM/2023/B/4327076) dated 11.12.2023 published on GeM portal and our website <https://www.bankofmaharashtra.in>, and pre-bid meeting was conducted as per schedule on 20.12.2023 at 15:00 hours.

Post pre-bid meeting, responses to pre-bid queries were uploaded on Bank's website. Few additional clarifications/changes with respect to the tender through this corrigendum are enclosed vide **Annexure – I**.

Last date of sale of tender document and last date for bid submission is revised as under:

Last Date and Time for receipts of tender offers	27th February 2024 up to 17:00 hrs.
Time and Date of Opening of technical bids	27th February 2024 up to 17:30 hrs.

The bidders who have already submitted their bids before the extended due date of bid submission, may revise their bids and resubmit the same within the extended timeframe.

Note- Except changes mentioned above and as part of pre-bid responses, there is no change in any clauses, terms & conditions of the RFP document.

Sd/-
Asst. General Manager
Information Technology

Annexure – I : Following terms stands revised

4547	Observations	Existing Criteria	Changes Proposed & Justification
1.	Scope of Work – Project Objective	The objective of the Bank is to implement end-to-end Customer Relationship Management (CRM) Solution in the Bank which will provide an Omni Channel experience in standard CRM Modules like Customer Management, Lead Management, Service Management, Contact Center and Campaign Management across all branches and departments on an integrated platform.	<p>Changes Proposed: The objective of the Bank is to implement end-to-end Customer Relationship Management (CRM) Solution in the Bank which will provide an Omni Channel experience in standard CRM Modules like Customer Management, Lead Management, Service Management, Contact Center and Campaign Management on an integrated platform across all branches, offices of Bank of Maharashtra, its RRB and up to two subsidiaries existing or as and when opened during overall contract period.</p>
2.	Amalgamation	If the Bank undergoes an amalgamation, take-over, consolidation, reconstruction, merger, change of ownership etc., this RFP shall be considered to be assigned to the new entity and such an act shall not affect the rights and obligations of the Bidder under this RFP.	<p>If the Bank undergoes an amalgamation, take-over, consolidation, reconstruction, merger, change of ownership etc., this RFP shall be considered to be assigned to the new entity and such an act shall not affect the rights and obligations of the Bidder under this RFP. However, the enterprise licensing model based on the amalgamation /take-over, consolidation/ reconstruction/ merger/ change of ownership may be re-negotiated with mutual agreement in case there is an enhancement of utility staff by more than 20% of the existing count.</p> <p>However, no reference of re-negotiation will be applicable in case of increase of Bank staff due to routine hiring / opening of the branches / Admin offices by the Bank during the contract period within the scope of enterprise license within finalized commercials.</p>

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3	Project Timelines	<p>The timelines of the project along with the detailed implementation plan shall be submitted along with the tender submission in the following format.</p> <table border="1"> <thead> <tr> <th>S.N.</th> <th>Activity</th> <th>#Weeks Required</th> <th>Cumulative Project duration (weeks)</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Submission of detailed Project Plan</td> <td>1</td> <td>1</td> </tr> <tr> <td>2</td> <td>Hardware installation/ Configuration, Software development & installation</td> <td>6</td> <td>7</td> </tr> <tr> <td>3</td> <td>Implementation and customization of the solution</td> <td>6</td> <td>13</td> </tr> <tr> <td>4</td> <td>User Acceptance testing</td> <td>3</td> <td>16</td> </tr> <tr> <td>5</td> <td>Go live</td> <td>2</td> <td>18</td> </tr> </tbody> </table> <p>The complete solution should be ready for deployment within 18 weeks from the date of acceptance of the purchase order to the bidder. The timeline of four months / 18 weeks is the maximum time for the proposed project implementation, however, Bidder in their implementation plan shall provide the timeline lesser than stipulated maximum time of 4 months/18 weeks.</p>	S.N.	Activity	#Weeks Required	Cumulative Project duration (weeks)	1	Submission of detailed Project Plan	1	1	2	Hardware installation/ Configuration, Software development & installation	6	7	3	Implementation and customization of the solution	6	13	4	User Acceptance testing	3	16	5	Go live	2	18	<p>The timelines of the project along with the detailed implementation plan shall be submitted along with the tender submission in the following format.</p> <table border="1"> <thead> <tr> <th>S.N.</th> <th>Activity</th> <th>#Weeks Required</th> <th>Cumulative Project duration (weeks)</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Submission of detailed Project Plan</td> <td>2</td> <td>2</td> </tr> <tr> <td>2</td> <td>Hardware installation/ Configuration, Software development & installation</td> <td>12</td> <td>14</td> </tr> <tr> <td>3</td> <td>Implementation and customization of the solution</td> <td>12</td> <td>26</td> </tr> <tr> <td>4</td> <td>User Acceptance testing</td> <td>6</td> <td>32</td> </tr> <tr> <td>5</td> <td>Go live</td> <td>4</td> <td>36</td> </tr> </tbody> </table> <p>The complete solution should be ready for deployment within 36 weeks from the date of acceptance of the purchase order to the bidder. The timeline of nine months / 36 weeks is the maximum time for the proposed project implementation, however, Bidder in their implementation plan shall provide the timeline lesser than stipulated maximum time of 9 months/ 36 weeks.</p>	S.N.	Activity	#Weeks Required	Cumulative Project duration (weeks)	1	Submission of detailed Project Plan	2	2	2	Hardware installation/ Configuration, Software development & installation	12	14	3	Implementation and customization of the solution	12	26	4	User Acceptance testing	6	32	5	Go live	4	36
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