

**Date: 01.12.2023**

**Notice - RFP ref No. 39/2023-24- "Request for Proposal For Supply, Installation, Customization and Maintenance of end-to-end Customer Relationship Management (CRM) Solution in Bank"**

This is to inform that the Tender Document on captioned subject is uploaded on GEM Portal with following reference:

Bid Number GEM/2023/B/4327076 Dated: 11-12-2023

The same can be obtained from <https://gem.gov.in/>. Steps for downloading the document are also enclosed herewith.

**Sd/-  
Assistant General Manager  
Information Technology**

## Steps to download tender document from GeM Portal.

Step 1 -> go to <https://gem.gov.in/>

Step 2 -> go to “Bids” -> “List of Bids”



Step 3 -> Under the contains search box type the GEM Tender Reference Number (**GEM/2023/B/4327076**) and click Search Icon

Step 4 -> Tender will appear in the list. Click on tender number to download the document.

The screenshot shows the Government e Marketplace (GeM) website interface. At the top, there is a navigation bar with the GeM logo and a search bar. The search bar contains the text "Looking for something on GeM?". Below the search bar, there are several menu items: "Forward Auction", "Bids", "Login", and "Sign Up".

In the main content area, there is a "Bid Listing" section. A search box labeled "Contains" is highlighted with a red box and labeled "Step 3". The search box contains the text "GEM/2022/B/2757573". A red arrow points from the text "Step 3" to the search box.

Below the search box, there is a message: "It may take up to 15 mins to reflect newly published bids or modified bids to show up in search results." Below this message, there is a "Filters" section on the left. The "Filters" section is highlighted with a red box and labeled "Step 4". A red arrow points from the text "Step 4" to the "Filters" section. The "Filters" section includes a "Reset" button and several checkboxes: "Ongoing Bids/RA", "Bid/RA Status", "By Bid Type:", "All Bid/RAs", "Product Bid/RAs", and "Service Bid/RAs".

To the right of the "Filters" section, there is a table showing search results. The table has a header "Showing 1 - 1 records of 1 records" and a "Sort by:" dropdown menu set to "Bid End Date: Oldest First". The table contains one record with the following details:

BID NO: GEM/2022/B/2757573		View Corrigendum/Representation	
Items: Hiring of Consultants - Milest...	Department Name And Address: Ministry of Finance Department of Financial Services	Start Date: 18-11-2022 11:03 PM	End Date: 12-12-2022 3:00 PM

At the bottom of the table, there are "Prev", "1", and "Next" buttons.