



November 17, 2021

CORRIGENDUM 02: Pre-EOI Queries Response for Request for Expression of Interest (EOI) For Empanelment of solution provider for Customer Relationship Management (CRM) Solution, EOI Number: 02, Dated: October 27, 2021

The pre-EOI meeting for the EOI No. 02, “E-Tender for Request for Expression of Interest (EOI) For Empanelment of solution provider for Customer Relationship Management (CRM) Solution.” was conducted on November 10, 2021, at 11:00 AM. The bidders are advised to consider the following response (Copy Enclosed at Page no. 2) before submission of their documents against the EOI Number: - 02.

All other terms and conditions of the EOI document will remain unchanged. The EOI document is available on our website <https://www.eximbankindia.in>.

Sd/-

(Kiran Patil)

Deputy General Manager
Information Technology Group

ANNEXURE I**Common Queries Received from Vendors**

Sr No	Page No	Clause	Query	EXIM Response
1	2	Point 2	Do we need to travel to overseas location during any phase of the implementation/Training?	No travel is required
2	6	Point No XIV	Who will perform audit of this solution?	The Bank will appoint external auditors.
3	9	Eligibility Criteria (Point 3)	Successfully completed/ on-going application development and rollout projects of similar nature between FY2018-19 to FY2020-21, with - At least one project of with value not less than INR 5 Crores OR - At least two projects of with value not less than INR 2 Crores OR - At least three projects with value not less than INR 1.5 Crores each	CRM can be part of the larger solution.
4	9	Eligibility Criteria (Point 3)	Self-Attestation on the 3 Projects of CRM Implementation. As we are under an NDA all our Global customers.	Self-Attestation on letter head along with vendor details for communication
5	9	Eligibility Criteria (Point 3)	Acceptance of 3 successful implementations of said CRM solution in India or Global Financial Services clients.	Implementation of CRM solution globally would be accepted
6	10	Eligibility Criteria (Point 7)	The bidder should provide necessary certifications	Bidder should provide necessary certifications e.g. ISO 9001, ISO

			e.g., ISO 9001, ISO 270001 etc.	270001, SEI CMMI Level 3 etc.
7	10	Eligibility Criteria (Point 8)	The Licenses supplied should be perpetual and cover all Employees of the Bank. The number of user Licenses should be unlimited	In case of cloud-based solution this criteria is relaxed.
8	11	Eligibility Criteria (Point 14)	The user licenses are assigned to users based on their roles. Please share the user count based on the department and roles.	This point will be covered during RFP stage.
9	-	-	Is it mandatory to bid directly or can we bid with a partner? We do not qualify in terms Eligibility criteria 2 (turnover), 3 (project sizes) and 6 (support offices in Mumbai). However, all our large partners qualify for most of the criteria	Bidder can bid along with a partner
10	-	-	PAT considerations. Can it be removed as part of EOI considerations for MSME company, we request the team to exclude the PAT and revenue clause.	MSME's will have standard relaxation