

CORRIGENDUM 2: CLARIFICATIONS TO QUERIES FOR FACTORING SOFTWARE TENDER

Please refer to Tender Reference No. GEM/2023/B/3350401 (Published on GeM portal) for “Supply and implementation of Factoring System”. The queries towards the said tender have been answered in the table below.

The bidders are advised to take a note of the same.

The details are as follows:

Vendor Query	Exim response
1. Veefin generally conducts Train the Trainer (includes Super users & Admin users who further train the client users) on remote basis and is generally taken up comfortably by all clients - If we set up an in person onsite training, this will only increase the cost to the company. Hence, we needed a clarification on the same	Bank is agreeable to the request of vendor for Train the Trainer on remote basis.
2. The same goes with delivery of the solution - we have delivered our solution on a remote basis to clients based in Vietnam, USA and again the same is done on remote basis. Kindly confirm if we can deliver on a remote and not onsite basis.	Bank is agreeable to the request of vendor for Implementation of solution on remote basis. However, Bank reserves the right to call the vendor's team onsite in case the remote support/implementation is not effective/taking more time to resolve the issues/the vendor is not able to understand the business requirement. The vendor will need to arrange the resources at Bank's/its subsidiary premise.
3. We would also like to request for an extension of the RFP closure date, since we are in the midst of marketing events this week (one in London and the GTR, Mumbai one)	Extension up to June 1, 2023 already published in GeM.

All other terms and conditions of the tender document will remain unchanged. The tender document is available on GeM website <https://gem.gov.in>.

Sd/-
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