

Date: December 23, 2019

## CORRIGENDUM – II

**STOCK HOLDING CORPORATION OF INDIA LIMITED**  
**Regd. Office: 301, Centre Point, Dr. Babasaheb Ambedkar Road, Parel,**  
**Mumbai 400 012. Phone - +91-22-6177 9400-09**

**Changes in the Clauses of RFP Issued For ‘Client Relationship Management Solution’ For Stock Holding Corporation of India Limited.**

<b>Title</b>	<b>REQUEST FOR PROPOSAL FOR ‘CLIENT RELATIONSHIP MANAGEMENT SOLUTION’ FOR STOCK HOLDING CORPORATION OF INDIA LIMITED</b>  <b>RFP REFERENCE NUMBER: SHCIL/IT/CRM/2019/001</b>
<b>Published on</b>	<b>NOVEMBER 27, 2019</b>

The changes made effective in the RFP Reference number **SHCIL/IT/CRM/2019/001** Dated November 27, 2019 are as under:

Sr. No.	Section Reference of RFP	Page No. of RFP/ Pt. No	Clause to be replaced with
1	Section 1.3 Eligibility Criteria	Page # 12, Point # 5, Point # 12  (Clause number 5 and 12 replaced with the new clause)	The Bidder (Solution Implementer & Integrator) should be a CMMI Level 3 or above company.  <b>OR</b>  The Bidder (Solution Implementer & Integrator) should be preferably listed in latest (not older than December’18) leading industry analyst reports like Gartner / Forrester for CRM and Customer Experience Implementation Services.

2	Section 1.3 Eligibility Criteria	Page # 12, Point # 7	The bidder should have yearly turn over not less than Rs.100 crores and registering profits for last three Financial Years.
3	Section 1.3 Eligibility Criteria	Page # 12, Point # 9	The Bidder / OEM should have been registered in India and in existence for a minimum period of 5 years.
4	Section 1.3 Eligibility Criteria	Page # 12, Point # 10	The Bidder should have experience of implementing proposed OEM solution in at least 3 organisations preferably in BFSI sector with minimum user base of 300 each.
5	Section 1.3 Eligibility Criteria	Page # 12, Point # 17	The OEM must have Data Centre and DR site in India on the date of submission of the Technical Bid. In case, the OEM is not having Data Centre and DR Centre in India on the date of submission of Technical Bid but planning / working to have the same in India, the OEM should submit written commitment to StockHolding to make the Data Centre and DR Centre operational in India latest by December 31st, 2020 or by the project implementation date, whichever is earlier.
6	Glossary	Page # 6	T(T) stands for percentage of bidder's Technical Score compared to the highest score amongst the bidders
6	Evaluation Methodology	Page # 23,	Final Selection Total Score = 0.7 x T(T) + 0.3 x F(s)
7	Schedule	Page # 2, Point # 10	Last Date for Submission of Technical Bid – January 17, 2020 before 5 p.m.

The above clauses will form part of the original RFP Reference number  
**SHCIL/IT/CRM/2019/001** Dated November 27, 2019.

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