



Punjab & Sind Bank

Request for Proposal for Selection of Vendor for Service Provider for Management, Maintenance & Operations of Contact Center and Customer Relationship Management Solution (CRM)

Corrigendum No.2 dated 09.10.2024

The following clauses in the Bid No. GEM/2024/B/5387348 dated 11.09.2024 document stand amended/ replaced as below:

S No	Section/Clause No./ Page No.	Original clause in RFP	Modified as/ Replaced with additional details
1	Section IV - Annexure A/ Eligibility (Pre-qualification Criteria) /90	7. The Bidder must be possessing the following valid certifications as on date of Bid submission: ISO 27001, ISO 9001 (Quality), ISO 18295 ISMS Security standard SOC2 Compliance certifications and PCI DSS. These certificates will be completed/ submitted by Selected successful Bidder within 6 months from date of issuance of Purchase Order.	7. The Bidder must submit the following valid certifications as on date of Bid submission: ISO 27001, ISO 9001 (Quality).
2	Section II/Scope of work/F.2.6 Quality Management/Point V/35	V. The bidder must ensure that the Contact Center is certified to COPC standards.	Clause Deleted
3	Section IV - Annexure A/ Eligibility (Pre-qualification Criteria) /89	Bidder should have minimum annual turnover of Rs. 350.00 crore / equivalent amount from Contact Center operations, during any two of the last three financial years (2021-22, 2022-23 & 2023-24). This must be the individual company turnover and not that of any group of companies.	Bidder should have minimum annual turnover of Rs. 200.00 crore / equivalent amount from Contact Center operations, during any two of the last three financial years (2021-22, 2022-23 & 2023-24). This must be the individual company turnover and not that of any group of companies.
4	Annexure B(I)/ Bidder Profile Evaluation/Tech. Eval/Section Criteria/97	Turn over 350- 500 crore- 2 Marks	Turn over 200- 500 crore- 2 Marks
		Above 500 crore- 4 Marks	Above 500 crore- 4 Marks

Note: This Corrigendum no. 2 will be formed part of the RFP Bid No. GEM/2024/B/5387348 dated 11.09.2024.

All the other terms and conditions in the original RFP Bid No. GEM/2024/B/5387348 dated 11.09.2024 and Corrigendum No.1 dated 01.10.2024 for "Selection of Vendor for Service Provider for Management, Maintenance & Operations of Contact Center and Customer Relationship Management Solution (CRM)" will remain the same.

