

Corrigendum-4 to GeM Bid ref. no GEM/2024/B/5449770 dated 30/09/2024 for Selection of Consultant for Providing Consultancy Services to augment the business in liability segment with primary focus on CASA deposits in Canara bank.

It is decided to amend the following in respect of the above RFP:

a. GeM bid document (Bid End date/ Bid Opening Date, Page no. 1 of 7):

Description	Existing details	Amended details
Bid End Date/Time	13/11/2024, 15:00:00	<u>16/11/2024</u> , 15:00:00
Bid opening Date/Time	13/11/2024, 15:30:00	<u>16/11/2024</u> , 15:30:00

b.

Sl. No	Section/Annexure/Appendix of GeM Bid	Clause No.	Existing Clause	Amended Clause
1.	Annexure-10 Technical Evaluation Criteria	Entire Annexure	Existing Annexure-10 Technical Evaluation Criteria	Amended Annexure-10 Technical Evaluation Criteria

All the other instructions and terms & conditions of the above RFP shall remain unchanged.

Please take note of the above amendments while submitting your response to the subject RFP

Date: 08/11/2024

Place: Bengaluru


Deputy General Manager



	<p>1. New projects launched or existing product revamped.</p> <p>2. New process introduced or existing process revamped.</p> <p>3. Go-to-market and operating model improvements.</p> <p>4. Sales force effectiveness to drive business growth.</p> <p>5. Liabilities Strategy</p> <p>6. Customer retention and engagement.</p> <p>7. Customer Service Improvements.</p> <p><u>Completed Projects must be 9 months or longer duration and Ongoing Projects which have completed at least Six months of Implementation will be considered.</u></p> <p>Document to be submitted:</p> <p>The bidder should submit relevant purchase order/work order / engagement letter along with reference letter / satisfactory letter/ completion certificate/ email confirmation from the client, duly mentioning the details of the services and period of implementation.</p>		
3.	<p>Resources:</p> <p>Experience of resources (i.e. Project Lead and Team Manager, Senior Consultant, Junior Consultant etc. proposed to be deployed in the project)</p> <p>Experience will be considered if the Project Lead / Team Manager and 50% of team members have provided consultancy services with minimum experience of 3 years in similar <u>{CASA/Liability focused or Similar Banking segments (Business Oriented)}</u> projects for business transformation projects for Public Sector Banks / Private Sector Banks/BFSI in the last 10 years</p> <p>Document to be submitted: Letter from HR/company secretary and relevant certificate to be submitted. (Resource with more than two years of experience will only be considered)</p>	<p>3 Senior Resources Experience (Marks for each resource)</p> <ul style="list-style-type: none"> ☐ ≥ 7 Years but < 10 Years - 4 Marks ☐ ≥ 5 Years but < 7 Years - 3 Marks ☐ ≥ 3 Years but < 5 Years - 2 Marks <p>4 Junior Resources (Marks for each resource)</p> <ul style="list-style-type: none"> ☐ ≥ 5 Years - 2 Marks ☐ ≥ 4 Years but < 5 Years - 1.5 Marks ☐ ≥ 3 Years but < 4 Years - 1 Marks 	20
4.	<p>Bidder's Existence in the market: The Bidder should have been in operation in India for last five years as on RFP date.</p>	<p>2 Mark for every completed additional year over and above 5 years</p>	10

2	Approach, Methodology, Work-plan and expected outcome.	<ol style="list-style-type: none"> 1. Case studies related to RFP. 2. Completeness and robustness of approach and methodology demonstrated in response to this RFP. 3. Outline of Activities/tasks/initiatives and project planning. 4. Milestones/Timelines for completing different activities. 5. Innovativeness of proposed initiatives and tools/methodologies to be deployed to accelerate impact, with a focus on use of next-gen technologies such as Gen AI. 6. Expected outcomes and detailed list of deliverables. 	15
3	Change Management	Roadmap for process revamp and handling of scenarios resulting from changes implemented in existing products/processes or new products/processes introduced. (Consultant's plan and methodology for handling change related scenarios to avoid any operational, reputational and other risks involved.	5
4	Transfer of knowledge	Roadmap for transfer of analytical tools, engagement platform etc., at the time of de boarding.	10
Maximum Marks for Presentation			35

Terms & Conditions

- a. Bank reserves the right to conduct interviews of the proposed team members.
- b. In case of absence of the allotted resource, the standby should perform the job of the absentee.
- c. Bank may reject such manpower if bank is not satisfied with his/her performance.

Date:

Signature with seal

Name:

Designation:

