

**ADDENDUM**

**Punjab National Bank Housing Finance Limited, New Delhi**

Punjab National Bank Housing Finance Limited, 22, KG Marg, 6<sup>th</sup> Floor, Antriksh Bhawan, New Delhi – 110001

**REQUEST FOR INFORMATION**

**For Selection of Service Provider for Procurement, Implementation and Support of  
Customer Relationship Management Solution**

**RFI ID NO.: PNBHOUSING/RFI/2021-22/CS01**

It has been decided to update the parts of the RFI as under:

- a) General Details and Key Dates
- b) Technical Evaluation. (Section – 3.2)
- c) Annexure 3: Technical Evaluation Criteria (Section 5.3)
- d) Clarification provided on Eligibility, technical and commercial evaluation
- e) PNBHFL current system architecture

All other terms & conditions of the RFI document will remain same.

**Existing & revised covenants of RFI**

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1	2	General Details and Key dates	<table border="1"> <thead> <tr> <th>Particulars</th> <th>Existing Timelines</th> </tr> </thead> <tbody> <tr> <td>Last date and time for RFI response Submission]</td> <td>Up to 3:00 PM on 22<sup>nd</sup> June 2022</td> </tr> <tr> <td>Date and Time for Bid opening</td> <td>4:00 PM on 22<sup>nd</sup> June 2022</td> </tr> <tr> <td>Technical Presentation Demo</td> <td>23<sup>rd</sup> June 2022 and 24<sup>th</sup> June 2022</td> </tr> </tbody> </table>	Particulars	Existing Timelines	Last date and time for RFI response Submission]	Up to 3:00 PM on 22 <sup>nd</sup> June 2022	Date and Time for Bid opening	4:00 PM on 22 <sup>nd</sup> June 2022	Technical Presentation Demo	23 <sup>rd</sup> June 2022 and 24 <sup>th</sup> June 2022	<table border="1"> <thead> <tr> <th>Particulars</th> <th>Existing Timelines</th> </tr> </thead> <tbody> <tr> <td>Last date and time for RFI response Submission]</td> <td>Up to 11:00 AM on 27<sup>th</sup> June 2022</td> </tr> <tr> <td>Date and Time for Bid opening</td> <td>12:00 PM on 27<sup>th</sup> June 2022</td> </tr> <tr> <td>Technical Presentation Demo</td> <td>30<sup>th</sup> June 2022 and 1<sup>st</sup> July 2022</td> </tr> </tbody> </table>	Particulars	Existing Timelines	Last date and time for RFI response Submission]	Up to 11:00 AM on 27 <sup>th</sup> June 2022	Date and Time for Bid opening	12:00 PM on 27 <sup>th</sup> June 2022	Technical Presentation Demo	30 <sup>th</sup> June 2022 and 1 <sup>st</sup> July 2022																								
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5	19, 21	Annexure 2 – Pt. 4 and 5 Annexure 3 – Pt. 2, 3 and 4	Credentials	It is to clarify that the credentials should showcase experience of the proposed product irrespective of the implementation partner.																				

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6	26	Annexure 7	Taxes and Duties	Prices should be inclusive of all taxes and duties except GST. Bidder shall provide GST % of each item separately.
7	NA	NA	Current System Architecture	Provided below

**PNBHFL Current Architecture**

**digital ECOSYSTEM:**

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