



**REQUEST FOR PROPOSAL FOR
SUPPLY, DEVELOPMENT, INSTALLATION AND
MAINTENANCE OF CUSTOMER RELATIONSHIP
MANAGEMENT (CRM) SOLUTION**

**CORRIGENDUM #2
DATED. 20.06.2025**

REF: SBI PAYMENTS/VM/2025-26/06

Following are the changes / clarification in the RFP terms. All the bidders are requested to refer to the "Addendum / Revised Terms" column as below:

| SI No. | RFP Page No | RFP Clause No | Existing Clause in RFP | Corrigendum/Addendum / Revised Terms |
|--------|-------------|--------------------|---|---|
| 1. | 53 | Schedule of Events | Last date and time for Bid submission 02:00 pm on 23.06.2025 | Last date and time for Bid submission 02:00 pm on 07.07.2025 |
| 2. | 53 | Schedule of Events | Date and Time of opening of Technical Bids 03:00 pm (time) on (date) 23.06.2025 | Date and Time of opening of Technical Bids 03:00 pm (time) on (date) 07.07.2025 |

Please read the aforesaid corrigendum cum addendum along with the issued RFP document. All other terms and conditions which are not covered in this corrigendum#2 cum addendum, will be as per the original RFP Supply, Development, Installation and Maintenance of Customer Relationship Management (CRM) Solution # SBI PAYMENTS/VM/2025-26/06 dated 03 June 2025 and subsequent Corrigendum#1 issued in this regard.

*****End of Document*****