



SBI FUNDS MANAGEMENT PRIVATE LIMITED

Request for Proposal for Selection, Implementation and Support for a Customer Relationship Management (CRM) Solution

Date Of Issue of RFP	10th July, 2015
Last Date For Submission of RFP	3rd August, 2015
Address For Communication	Subhojit Roy, Senior Vice President (IT), SBI Funds Management Private Limited Crescenzo, C-38 & 39, G-Block, Bandra Kurla Complex, Bandra (East), Mumbai - 400 051

The intended bidder is requested to note that in order to become eligible to respond to this RFP, the bidder should fulfill all the following minimum eligibility criteria:

Sr. no	Eligibility Criteria	Supporting Documents
1	The Bidder company must be in existence for at least five years and should be a profit-making company or should have positive net-worth during the preceding two accounting years. The Bidder must have direct presence in India and it should have support facility in Mumbai for the CRM solution being proposed.	Copies of company's certificate of incorporation, audited balance sheets for three financial years: 2012-2013, 2013-14 and 2014-15 or certified statement from Chartered Accountant stating the profits/ net-worth figures for each year and self-declaration on direct presence in India, including support facility in Mumbai.
2	The Bidder should have total revenue/turnover of more than INR 5 Crores per annum for two of the last three years from software development and implementation.	Audited balance sheets for two financial years: 2012-13, 2013-14 and 2014-15 or certified statement from Chartered Accountant stating the revenue/turnover figures for each year.
3	The Bidder should not have been black-listed by any public sector organization, SEBI, RBI or any other Government agencies in India, US or any or member countries in European Union in last three years	Self-Declaration on the letter head of the Bidder's organization
4	The Bidder should have previous experience of end-to-end implementation of the proposed	Experience Letter on Bidder's client's letter head confirming the

	CRM solution, comprising of supply, installation, customization, training and maintenance, in at least three clients globally, including at least one client in Scheduled Commercial Banks, Insurance Companies or Asset Management/ Mutual Fund as on 30 th June, 2015.	deployment of the product at their environment and implementation was done by the Bidder. Also provide contact details, telephone numbers and e-mail address of the clients.
6	The Bidder should have a team of at least 20 people to support product development, implementation and support for CRM solution on their roles.	Self-declaration from the Head of HR of the Bidder's organization.
7	The Bidder can be a software vendor (OEM) who owns the Intellectual Property Rights (IPR) of the CRM solution or can be a System Integrator (SI), who is authorized by an OEM to propose and implement the proposed CRM solution and conduct necessary customization / parameterization.	Letter from the authorized personnel confirming to this criteria Or Certificate of authorization by the OEM for the SI to implement the product/ solution.

The technical bids of such bidders, who fulfill all the above mentioned "Minimum Eligibility Criteria", will only be considered for technical evaluation.

In order to obtain the complete RFP document, please visit <http://www.sbi.abcpocure.com> and download the complete RFP documents.