

**CORRIGENDUM – I**

**ANNEXURE-A (BIDDERS QUERIES REPLY)**

SN	RFP Clause Reference	Statement as per RFP	Bidders Queries	MMTC Response
1	3.1 ELIGIBILITY CRITERIA	The Bidder company should have average turnover of Rs. 3 (Three) crores per annum in last three financial years (2013-14, 2014-15 & 2015-16) in IT services/application development. (Attach an original certificate on the turnover from these activities from auditor of the company.)	Annual Turnover	As per RFP
2	3.1 ELIGIBILITY CRITERIA	The Bidder should be CMMI level 3 or ISO 9001:2015 complied or higher. (Proof as Valid Certificate to be enclosed).	ISO or CMMI level certifications	As per RFP
3	4.1 SCOPE OF WORK	Bidder should have successfully executed at least two CRM solution projects in India for any Central/ State Government/ Semi Government/ Public Sector Undertaking/ Large Corporate/MNC (such large corporate/MNC should have turnover more than Rs.100 crores) during last three years (FY 2015-16, 2014-15, 2013-14), having minimum contract value of at least Rs. 20 Lakhs each	Security Audit costs to be paid by bidders or MMTC Limited.	Bidder shall bear cost of Security Audit
4	4.1 SCOPE OF WORK	Third party vendor is to be integrated by the vendor for Email / SMS. Further this is informed that the vendor for Bulk SMS and Bulk Mailing	SMS pack is in vendors scope or MMTC Limited scope	SMS Pack is covered in MMTC Limited Scope

		systems of MMTC may change in future. In view of the same the vendor has to design and develop the system such that it may cater to the change of the system of new form with few configurations here and there which may be documented and provided to MMTC		
5	General	General	What is existing Version of ERP?	RAMCO e-application version 3.1 Rel 7. Support on interface with ERP, if any, shall be provided by M/s RAMCO
6	General	General	No. of users & locations	1100 (approx) users and 25 locations including SROs
7	4.1 SCOPE OF WORK	Bidder will be responsible for providing User Training, User Manuals for all types of users (including Administrator role) and Technical Documents.	Training	Training and User Manual shall be provided by bidder (The venue of training shall be MMTC Corporate Office, New Delhi)
8	General	General	List of Hardware	Recommendation on Hardware to be provided by Bidder
9	General	General	Onsite Support	As per requirement or on call basis.
10	5.0 INSTRUCTIONS TO BIDDERS	The bidder under MSME category as per Govt. Of India Guidelines is exempted from submission of EMD. The bidder must submit a valid certificate from the authorized issuing authorities.	MSME	As per RFP
11	General	General	Digital Signature	As per RFP
12	General	General	Officer Work Flow	As per RFP