एम एम टी सी लिमिटेड
भारत सरकार का उपक्रम

MMTC
LIMITED
A GOVT. OF INDIA ENTERPRISE
touching lives, adding value

MMTC LIMITED
CORE-1, SCOPE COMPLEX, 7, INSTITUTIONAL AREA, LODHI ROAD,
NEW DELHI – 110 003
TEL NO.: 011-24362200, 011-24381343.

Corrigendum No. I   **Date: 22.06.2017**

Ref.:   Tender No.MMTC/CO/COMP/CRM/2017-18/1317/01, Dated 23.05.2017, For Procurement, implementation & Maintenance of CRM solution at MMTC Limited.

MMTC Received queries till 30.05.2017 in reference to the above mentioned tender. MMTC has considered all such queries. The queries have been addressed in Annexure-A. This corrigendum will become an integral part of the above mentioned RFP.

The last date of submission of bids has been extended to 17th July 2017 15:00 hrs and opening 15:30.

All other terms and conditions of the tender remain unchanged.

www.mmtclimited.com , www.eprocure.gov.in & https://mmtc.eroc.in

***

ANNEXURE-A (BIDDERS QUERIES REPLY)

SN	RFP Clause Reference	Statement as per RFP	Bidders Queries	MMTC Response
1	Not mentioned	Not mentioned	As we are NSIC registered company we are exempted from EMDs in govt./PSU tenders so kindly accept the same for this tender also.	Yes, MMTC exempts NSIC registered vendors.
2	Not mentioned	Not mentioned	Kindly inform me about the support SLA expected from the vendor.	Refer RFP
3	Not mentioned	Not mentioned	What are the system(s) with which vendor need to integrate?	Refer RFP
4	Not mentioned	Not mentioned	What data sets would have to be migrated into the new CRM?	No data migration
5	Not mentioned	Not mentioned	Would you need mobile apps also to be developed?	Yes.
6	1.2 Prequalification Criteria, Page 2	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	It is very difficult to get proof of Rs 100 Cr. Turnover from Large corporates/MNCs as most organizations do not share such company documents. We hence request you to modify the clause and remove the part "such large corporate/MNC should have turnover more than Rs.100 crores"	Bidder should have successfully executed at least two CRM solution projects in India for any Central/ State Government/ Semi Government/ Public Sector Undertaking/ Corporates/MNC during last three years (FY 2015-16, 2014-15, 2013-14), having minimum contract value of at least Rs. 20 Lakhs each.
7	Section 1.3 Evaluation of Technical Proposal	Bidder having Quality Certification Appropriate ISO 9001:2015 – 5 Marks ISO 9001:2015 and CMMI Level 3 –	Marking criteria for bidder having only ISO certificate and bidder having ISO and CMMI certificate is equal. Please modify accordingly	Bidder having Quality Certification Appropriate ISO 9001:2015 or CMMI Level 3 – 3 Marks Bidder having Quality Certification

		5 Marks		Appropriate ISO 9001:2015 and CMMI Level 3 – 5 Marks
8	Functional Specifications, General Requirements, 1.6 Page 12	The proposed solution should be deployable on smart clients, e-portal clients, mobile clients and offline clients.	We request you to explain the meaning of smart clients and e-portal clients with the help of examples	**Smart client** is a term describing a computer application environment which: delivers applications over a web Hypertext Transfer Protocol (HTTP) connection, does not require installation (or provide automated installation and updates) automatically updates without user action. A **client portal** is an electronic gateway to a collection of digital files, services, and information, accessible over the Internet through a web browser.
9	Functional Specifications, General Requirements, 1.8 Page 12	The solution must allow users to track letters, email messages, tasks, and other information relating to customers in one place so that the users can work more productively	Please elaborate how MMTC wants to track letters. Is it physical letters circulated by post and courier service?	Refer RFP
10	Functional Specifications, Sales/ Purchase Requirements, 2.4 Page 13	Capture lead qualification status	We request you to provide us the criteria for Lead Qualification	Criteria depends upon the product / business vertical and shall be defined by the respective profit center
11	Functional Specifications, Sales/ Purchase Requirements, 2.6 Page 13	System should enable classification of opportunities as per predefines classification parameters	We request you to provide us with some examples for classification parameters	classification parameters depend upon the product / business vertical and shall be defined by the respective profit center
12	Functional Specifications, Contact Centre Management, 3.5 Page 13	The solution must be able to monitor agent and email queues.	Please let us know if agents and users are to be considered the same	No
13	Functional Specifications, Reporting and Analytics, 7.5 Page 15	The proposed solution must be capable of incorporating KPIs which can be assessed during appraisal and can be monitored	We request you to provide some examples of different KPIs	KPIs shall be discussed and defined at the time of assigning tasks i.e. closure of a particular sales call within defined time line, meeting

		and tracked by authorized users enterprise- wide.		specified turnover / profitability criteria etc. KPIs are dynamic in nature.
14	Annexure-V, Commercial Bid, Page 23	Supply and installation of commercial licenses	Please clarify on the number of users including departmental users who shall be using the system as per requirements mentioned in functional specifications. This will be required to understand how many users will be associated with specific roles as well as write access for multiple modules as mentioned in the System Functional requirements.	As per RFP
15	General	Login account	We request you to identify the number of MMTC and external partners who are expected to have a login account in the solution	As per RFP
16	General Suggestions	Material Inspection	We suggest the solution should have provision for Material inspection and recording the findings within the opportunity	As per RFP
17	General Suggestions	Capturing opportunity	We suggest the solution should have the provision for capturing the opportunity products related to the opportunity	As per RFP
18	General Suggestions	Capturing price related documents	We suggest the solution should have ability to capture price books, list, and discounted price for the opportunity	As per RFP
19	General	General	Is it fair to assume that MMTC wants to implement an Out-Of-Box CRM solution at this point in time or should TCS expect more detailed requirements in future?	As per RFP
20	General	General	TCS understands that MMTC has got multiple BU's and operation in multiple countries. In that context what will be the scope of current CRM system. Will this be limited to a specific BU or will cater to entire organization.	Entire organization
21	General	General	As MMTC is having certain subsidiaries in other countries as well, so is there any country-specific business processes that also	As per RFP

			needs to be taken care? If yes, please elaborate.	
22	General	General	Could you please elaborate on who all will be your customers?	As per RFP
23	General	General	Will there be any partners who will also be accessing the CRM application? If yes, then what all functionalities/processes they are expected to perform?	As per RFP
24	General	General	Will these partners be accessing the CRM application directly or through some portal?	As per RFP
25	General	General	The number of CRM users is proposed to be 20 . Will this be for the end state of the implementation or the numbers are considered to be low considering the current implementation is only a pilot	Depends on requirements of Profit centers
26	General	General	What will be the different types of users?	As per RFP
27	General	General	What will be the user's growth rate expected for next 5 years?	Depends on requirements of Profit centers
28	General	General	What is MMTC's current email services (MS Outlook/Lotus Notes/Any Other)?	NIC mail
29	General	General	Is there any requirement for multi-currencies or multi-languages for MMTC?	no
30	General	General	Is data migration required? If yes, what is the Data Migration strategy? How clean is the data and how far back is the data cutoff?	no
31	General	General	What will be the volume of data that needs to be migrated to CRM?	n.a
32	General	General	Which system will act as master for customer records?	n.a
33	General	General	Is there preference on the project execution location? If yes, please share the same.	As per RFP
34	General	General	Could you please elaborate on what kind of support MMTC is expecting from 5 years AMS perspective (like support window, user growth rate, geographies etc.)?	As per RFP

35	General	General	How the marketing and sales functions are carried out at present? Does MMTC have applications to support these functions now?	BY Profit Centers
36	General	General	How the customer database is maintained currently? What is the existing customer data volume?	BY Profit Centers
37	General	General	What existing applications are expected to exchange data with the new CRM application?	As per RFP
38	General	General	We understanad that ERP integration may be required with the current CRM. Does the current scope of CRM implementation include the same?	No
39	General	General	How many locations need to be considered for UAT?	MMTC needs web enabled CRM solution
40	General	General	How many locations need to be considered for training?	N Delhi
41	General	General	How many participants need to be considered for training?	20
42	General	General	Does MMTC have any agent based contact management system at present?	As per RFP
43	General	General	Does MMTC use any reporting solution for their marketing and sales function? If yes, please share brief on the same	MMTC MIS format can be studied by the bidder
44	General	General	Pre-qualification criteria being CMM level 3 will let many vendors qualify for this opportunity without proper delivery experience. Can this prequalification level be raised to let CMM level 5 companies get higher weightage for their delivery capabilities?	As per RFP
45	Section 2 1.1 General	The Bidder should be an OEM or Authorised Vendor of a CRM	What kind of Documentary Proof is required? Does this require a signed document	Yes, Signed Authorization Letter.

	(Pt 1)	Solution provider. If the bidder is Authorised vendor/partner of OEM solution provider he must submit documentary proof.		
46	Section 2 1.1 General (Pt 3)	The MMTC Limited reserves the right to inspect CRM Solution installation/s/implementation while evaluating the Technical Bid. The Bidder to obtain permissions and bear all the expenses in this regard.	Is MMTC referring for some customer visit (where we have already done successful implementations) in this point?	The Bidder to obtain permissions and MMTC to bear all the expenses in this regard.
47	1.3 Evaluation of Technical Proposal	Evaluation of Technical Proposal	What is the proposed business model MMTC is looking for, as it is mentioned that this will be a fixed fee RFP?	As per RFP
48	1.3 Evaluation of Technical Proposal	Evaluation of Technical Proposal	Could you please elaborate on what is the expectation on Content Development Strategy?	Synergy between Content Development Strategy and deliverables
49	Section 4 Project Time line & Schedule	Project Time line & Schedule	The indicative timelines for Development & customization of CRM application is given as 4 weeks which is very aggressive for the scale of operations. Is MMTC open to relaxing the timeline?	**Activity: Development & customization of CRM application** **Schedule: T2 = T1+ 8 Weeks**
50	General	General	Could you please list the channels (like email, call, website etc.) from where the leads will be coming from?	As per RFP
51	Annexure-I, Part-A, 1.3	The proposed solution must include reference sites.	For the requirement "The proposed solution must include reference sites", could you please elaborate on what exactly is MMTC looking for?	As per RFP
52	Annexure-I, Part-A, 1.8	The solution must allow users to track letters, email messages, tasks, and other information relating to customers in one place so that the users can work more productively.	What is MMTC expecting from CRM by the requirement, "tracking of letters"? Is there any other system, from where CRM will get the requisite tracking details?	As per RFP
53	Annexure-I, Part-A, 2	General	Sales process consist of lead and opportunity	As per RFP

			management. Please explain where the downstream sales process will be managed. Is there any integration involved with backend systems to accomplish this?	
54	Annexure-I, Part-A, 2.8	Assigning of tasks to respective agents to progress qualified opportunities	For the requirement "Assigning of tasks to respective agents to progress qualified opportunities", where will the agents be accessing & updating these tasks?	Using CRM solution
55	Annexure-I, Part-A, 3	General	Do you currently have any Agent Desktop Application? If yes, could you please share the details.	no
56	Page.3	General	Could you please list the channels (like email, call etc.) from where the Cases/Issues comes from the customers?	As per RFP
57	Annexure-I, Part-A, 6.2	The proposed solution must enable mobile users to not only view CRM data but also with online update capability.	Could you please elaborate on the requirement "The proposed solution must enable mobile users to not only view CRM data but also with online update capability"	As per RFP
58	Annexure-I, Part-A, 7	General	Approximately, how many reports & dashboards are expected from CRM tool?	Bidder to assess
59	Annexure-I, Part-A, 7	General	What are the level of reports & dashboards required? Is there any expectation of development of custom reports?	Bidder to assess
60	Annexure-I, Part-A, 7	General	Is there any existing Reporting Tool in MMTC, through which CRM would need to integrate with?	no
61	Annexure-I, Part-A, 9	General	Is MMTC looking for a SaaS based public cloud CRM tool or a private cloud hosted CRM option?	As per RFP
62	Annexure-I, Part-B, 1.4,1.5&1.7	General	What is the integration strategy and kind of data that needs to flow? Is there any middle-ware involved?	As per RFP
63	Annexure-I, Part-B, 1.4,1.5&1.7	General	Which are the key integrating applications?	As per RFP
64	Annexure-I, Part-B, 1.4,1.5&1.7	General	Can you please share your current IT Landscape for us to better understand the systems & how CRM will fit-in?	Bidder to assess

65	Annexure-I, Part-B, 2.3	General	What is the authentication mechanism in MMTC with which CRM tool needs to sync with?	As per RFP
66	Annexure-I, Part-B, 2.18	System must support many levels of users levels of users	What is the "level of users", MMTC is expecting from CRM, as part of User Mgmt.?	As per RFP
67	Section 6 Clause no 6.2 page 5	A sum of Rs. 50,000/- (Rupees fifty thousand only) has to be deposited by the bidders as Earnest Money Deposit along with the technical bid in a separate envelope. The payment has to be made in form of Demand Draft/Pay Order drawn in favor of "MMTC Limited" and payable at New Delhi/Delhi.	We would request MMCT to accept the EMD in the form of BG.	As per RFP
68	Section 6 Clause no 6.12 page 8	Timely delivery and implementation is the essence of any project. If the successful bidder fails to deliver and implement the project in time period as mentioned in the Section 4, A penalty of 0.5% per week of the contract value shall be levied subject to a maximum of 10% of the contract value.	We request that penalty to be capped at 5% of the contract value	**Timely delivery and implementation is the essence of any project. If the successful bidder fails to deliver and implement the project in time period as mentioned in the Section 4, A penalty of 0.5% per week of the contract value shall be levied subject to a maximum of 5% of the contract value.**
69	Section 6 Clause no 6.14 page 8	PENALTY FOR SERVER DOWN TIME: APPLICATION SERVICE PROVIDER (ASP) Model: The CRM services [website(e-portal) as well as complete software , availability of server etc. including support]	Request that Overall penalty under the contract on all account not to exceed more than 5% of the contract value. This clause should be amended accordingly.	As per RFP

		must ensure 99.5% (Hundred percent) up time round the clock (24*7). Penalty for any disruption of service will be Rs. 5000/- (Rupees Five Thousand only) for every day of disruption or part thereof beyond permissible down time of 0.5% (half percent). The system should be capable of generating reports regarding down time/complaint resolution time. Bidder shall provide mechanism for logging and recording of server or system down time, which should be acceptable to MMTC.		
70	Clause no 6.18 page 9	6.18 INDEMNITY: The successful Bidder shall provide Indemnity bond on stamp paper that at all times indemnify MMTC, being unlimited with the time, against all claims which may be made in respect of infringement of any rights protected by patent registration, design or trade mark or for any other reason for performance of the Contract by the successful Bidder. In the event of any claim in respect of any alleged breach of a patent, registered design or trade mark being made against MMTC, it shall notify to the Bidder and the Bidder shall at his own expense, either settle any such	Bidder expresses its inability for such an unlimited indemnity for the performance of the contract. At the most indemnity will be limited to IPR infringement.	As per RFP

		dispute or conduct any litigation that may arise, there from and indemnify MMTC for any loss/ damage/ cost/ expenses etc		
71	6.20 Dispute Resolution Page 9	Any dispute or difference whatsoever arising between the parties out of or relating to the construction, meaning, scope, operation or effect of this contract or the validity of the breach thereof shall be settled by arbitration by a sole arbitrator to be nominated by Chairman and Managing Director(CMD) of MMTC.	Arbitrator will have to be mutually selected and not nominated by the chairman.	As per RFP
72	6.22 FRAUD PREVENTION POLICY Page 9	(b) Disqualification from tender process and exclusion from future contracts : If the bidder(s) before award or during execution has committed a transgression through a violation of Clause above of "fraud prevention Policy" of MMTC in any other form such as to put their reliability or credibility in question, MMTC other than taking recourse available under law, shall be entitled to disqualify the Bidder(s) from undertaking any transaction with MMTC and/or declare the bidder(s)/contractor(s) ineligible to be awarded a contract either indefinitely or for a stated period of time.	We would request not to bar bidder from future contracts & recommend that for such damage should be adequate remedy	As per RFP

73		(c) Damages: If MMTC has disqualified the bidder(s) from the tender process prior to the award or during execution according to clause mentioned above, MMTC shall be entitled to demand and recover from the contractor liquidated damages or the contract value or the amount equivalent to Performance Bank Guarantee.	damages should be capped at 10% of the contract value.	As per RFP
74	6.23 Holiday Listing Page 11	6.23 Holiday Listing Notwithstanding anything contained in this agreement, MMTC's policy for Holiday-Listing of an Agency mutatis mutandis applies to this agreement and in the event, the agency(s) while discharging its obligations under the Agreement or otherwise, come(s) within the ambit of the said policy, MMTC at its sole discretion reserves the right to suspend/ discontinue dealings or take any curative measures with the agency(s) in accordance with the policy in force.	Request MMTC to remove this clause	As per RFP
75	Annexure IV ACCEPTANCE OF TERMS & CONDITIONS OF RFP Page 22	Annexure IV ACCEPTANCE OF TERMS & CONDITIONS OF RFP I declare that (a) Our Company/Firm is agreeable to the terms and conditions of the RFP. A copy of the same duly signed by us is	Request to modify this clause as : I declare that (a) Our Company/Firm is agreeable to the terms and conditions as mutually agreed alongnwith the deviation sheet of the RFP. A copy of the same duly signed by us is attached.	As per RFP

			attached.	
76	ANNEXURE VII NON - DISCLOSURE AGREEMENT		NDA is one sided. We would be executing a mutual NDA as bidder will also be disclosing confidential information and clause will be negotiated	As per RFP
77	Annexure VI Page 24	Performance BG format	We request appending the following to the BG Format (*this is a standard clause that most banks incorporate in the Bid Security*) – Notwithstanding anything contained hereinabove: a) Our liability under this Bank Guarantee shall not exceed and is restricted to Rs._____ (Rupees _____ only) b) This Guarantee shall remain in force up to and including _____ (including claim period of three months) c) Unless the demand/claim under this guarantee is served upon us in writing before _____ all the rights of MMTC under this guarantee shall stand automatically forfeited and we shall be relieved and discharged from all liabilities mentioned hereinabove.	As per RFP