

Corrigendum - 01

Date 21/05/2025

NIT No. MPIDC/IFC-RFP/2024/05-02 dated 13/05/2025
(Tender ID: 2025_MIDCL_422738_1)

Name of Work: "Procurement of Customer/Investor Relationship Management Software".

With reference to above tender, Corrigendum 01 is given:

S.no	Clause	Narration of the clause	Revised Clause
1.	1 (8) (page no. 3)	An EMD of Rs. 50,000/- is to be deposited.	An EMD of Rs. 50,000/- is to be deposited. Registered and recognized Startup by DPIIT, Govt. of India are exempted submitting EMD of Rs. 50,000/- based on the guidelines issued by Govt. of India , if the agency intends to avail such exemption documentary proof regarding the same should be submitted.


Executive Director

**Response to Pre-Bid-Queries of "Request for Proposal
for Procurement of Customer/Investor Relationship Management Software "
NIT No. MPIDC/IFC-RFP/2024/05-02**

S. No.	Page no.	Clause No.	Clause Title	Clause Description	Documents to be submitted	Query	MPIDC Response
1	2	1(4)	Eligibility Criteria for Participation in this Tender/BID	Bidder should have Average Annual Turnover during the last three financial years (FY 2021 – 22, FY 2022 – 23 and FY 2023 – 24) >= ₹ 1 crore.	Turnover certificate from a Chartered Accountant of the last 3 financial years (FY 2021 – 22, FY 2022 – 23 and FY 2023 – 24)	Turnover certificate from a Chartered Accountant of the last 3 financial years (FY 2022 – 23, FY 2023 – 24 and FY 2024 – 25) can be asked then it will help us a lot	As per RFP
2	2	1(5)		The Bidder should be profitable in the last three financial years (FY 2022 – 23, FY 2023 – 24 and FY 2024 – 25).	A Certificate from a Chartered Accountant is to be submitted.	As we are a start-up and working and at initial stages, we are not profitable in each financial year, hence would like to request please have a look and if you can give relaxation to us on that	As per RFP
3	3	1(8)		EMD	An EMD of Rs. 50,000/- is to be deposited.	As we are start-up of MP can we get on exemption regarding the EMD amount * While the RFP specifies EMD for all bidders, could MPIDC clarify if there are any provisions or exemptions for registered Micro and Small Enterprises (MSMEs), such as CSA Consultants Pvt Ltd, regarding the EMD submission for this specific tender, in line with government procurement policies? * (Rationale: To understand if CSA's MSME status provides any relief regarding the EMD, even though it wasn't explicitly mentioned in the provided RFP text specifying the EMD amount.)	Please refer Corrigendum-1
						The EMD amount appears to be on the higher side. We kindly request you to consider revising this cost.	As per RFP

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4	3	1(9)		The proposed product should feature in the Gartner Magic Quadrant during the Last 5 Year.	Proof regarding the same should be submitted.	request an exemption from Point 9 of the tender requirements, which states: "The proposed product should feature in the Gartner Magic Quadrant during the last 5 years	As per RFP
5	6	6(17)	Tender/Bid Information Summary	<p>Performance Bank Guarantee</p> <ul style="list-style-type: none"> • The Agency shall at its own expense, deposit with MPIDC, within Thirty (30) working days of the; date of notice of award (LOI) or prior to signing of the contract, whichever is earlier, an unconditional and irrevocable Performance Bank Guarantee (PBG) from a Scheduled/ nationalized Bank of a value equivalent to 10% of the Contract Value, acceptable to MPIDC, for the due performance and fulfillment of the contract by the successful Agency. • Performance Guarantee should be valid up to 3 Months beyond the contract period. • Performance Guarantee may be forfeited by the MPIDC, if the Successful agency fails to perform within the period(s) specified in the Contract, or within any extension thereof granted by the MPIDC pursuant to conditions of contract clause or if the Successful Agency fails to perform any other obligation(s) under the Contract. • Except as provided above, a delay by the successful Agency in the performance of its delivery obligations shall render the successful Agency liable to the imposition of liquidated damages pursuant to conditions of Contract. The Agency shall indemnify MPIDC in case any of the resources deployed by them damages the equipment, assets etc. owned by Government of Madhya Pradesh. Further, without prejudice to its other remedies under the Contract, the contract can be terminated by MPIDC and the Performance Bank Guarantee can be forfeited. As we are start-up of can we get some relaxation in PBG	As per RFP



6	10	annexure-1	Technical Compliance sheet- Functional Requirements (5) Social Media Management	<ul style="list-style-type: none"> • Should integrate with major platforms (Facebook, LinkedIn, X/Twitter, Instagram). • Must support scheduling, posting, monitoring, and performance analytics. • Sentiment analysis and engagement tracking should be included. 	Can bidder propose a separate social media platform, because good social media tools which can do listening and marketing are very few. The separate social media platform of course need to be interated with single unified platform, because that will allow the social response to go from single platform.	As per RFP
					<p>* The RFP mentions integration with "Platforms like". Could MPIDC provide a list of the key platforms or types of systems with which the CRM solution is expected to integrate?</p> <p>* (Rationale: To accurately assess the technical effort and complexity involved in the integration work and ensure the proposed solution's compatibility.)</p>	As per RFP
7	9	annexure-1	Technical Compliance sheet- Functional Requirements (3) Live Chat & Visitor Tracking	<ul style="list-style-type: none"> • A website visitor tracking system should be available for lead engagement. • Must include real-time live chat with automated prompts and chatbot options. • Should provide heatmaps and session tracking for visitor behavior analysis 	Is the just the visitor count of people coming to the website or more.	As per RFP
8					What kind of heatmap is required for live chat and visitor tracking	As per RFP
9					Could MPIDC elaborate on the expected functionalities for "heatmaps and session tracking" as part of the Live Chat and Visitor Tracking requirement? Are there specific tools or levels of detail expected?	As per RFP
10			General Question	Do you need any application related with Inspections.	Do you need any application related with Inspections If yes, then how many users are there	As per RFP

11	10	annexure-1	Technical Compliance sheet- Functional Requirements (7) Project & Task Management	<ul style="list-style-type: none"> • The system must offer project tracking with tasks, milestones, timelines, and Gantt charts. • Collaboration tools like comments, file sharing, and task dependencies are required. • Time tracking and issue management must be supported. 	<p>* Regarding the Project & Task Management features, including Gantt charts, could MPIDC clarify if these functionalities are expected to be native within the core CRM solution or if integration with a separate project management tool is permissible?</p> <p>* (Rationale: To understand the required technical architecture and avoid proposing a solution that might not fully meet the native functionality expectation if that is preferred.)</p>	As per RFP
12	11		Technical Compliance sheet- Implementation Preference (3)	Monthly support and maintenance services should be available on-demand or under an annual support agreement, as per the department's requirement.	<p>* Could MPIDC provide more details on the scope and expected Service Level Agreements (SLAs) for the "Monthly support and maintenance services" available on-demand or under an annual agreement? What are the expected response and resolution times for support issues?</p> <p>* (Rationale: To accurately factor the cost and service delivery model for post-implementation support into the financial proposal.)</p>	As per RFP



Vishal Singh Chauhan
(Executive Director)