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NEW DELHI – 110 003
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Corrigendum No. I

Date: 04.01.2018

Ref.: Tender No. MMTC/CO/COMP/Retail/E-Comm/17-18/10632/1, Dated 12.12.2017, For “COTS software for ecommerce portal (B2C) for MMTC retail operations, customization and deployment of COTS software on cloud with 5 years Maintenance”.

MMTC Received queries till 22.12.2017 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 12th January 2018 15:00 hrs and opening 15:30.

Suitable relaxation in condition of prior turnover and prior experience in public procurement shall be provided to start-ups recognized by Government of India as per policy of Government of India.

All other terms and conditions of the tender remain unchanged.

www.mmtclimited.com , www.eprocure.gov.in & <https://mmtc.eroe.in>

Annexure- I (Bidders queries reply)

Bidder-1

#	Page No	Section	Query	MMTC Reply
1	1	1.3	Is there any last Date for registration into e-procurement Portal	Bidder can register any time so that he can bid in time
2	3	2.0	Kindly give details of the MMTC Users of this Application and their location. [India / Overseas]	As per RFP
3	3	3	Eligibility Criteria: Point No.2 - Need relaxtaion of this clause for 1 year in any of the last 3 financial years	As per RFP
4	3	3	Eligibility Criteria: Point No.3 - Need relaxtaion of this clause from the last 3 financial years to 2 financial years	As per RFP
5	3	3	Eligibility Criteria: Point No.2 - Need relaxtaion of this clause from the last 3 years to 2 financial years	As per RFP
6	4	3.6	Certificate of IPR to be submitted along with the Bid or prior to start of Project?	Alongwith the bid
7	4	4.0	COTS means "Commercial off-the-shelf" is this the correct meaning.	Yes
8	4	5.3	Desktop and Mobile version - Android & iOS means that the application must be browser responsive on Mobile Devices, is our understanding correct.	Yes
9	4	5.4	MMTC will provide the Certificate Signatures.	As per RFP
10	4	5.5	UAT - Test cases for UAT will be developed by MMTC and delivered to our test team by T+10 Week Time frame?	No, the solution developed by bidder will be tested by user of MMTC
11	5	5.6	Training - How many users, How many locations and what is the expected duration of each training batch? What is the Proposed Batch Size?	As per RFP
12	5	5.6	Training - Are you open for Train the Trainer Concept? Will reduce Cost	Yes
13	5	5.8	Pl elaborate on the Audit Purpose / Objective and Process?	As per RFP

14	5	5.9	<i>Development Environment / Test and Go Live Production Environment will be available as per Milestone. [Dev -T8, T11, T15 Respectively]</i>	<i>As per RFP</i>
15	5	7.0	<i>The Scope of the word Customizations can be very large, it can be as big as developing a Module to Minor Modifications. Need more clarity.</i>	<i>As per RFP</i>
16	5	8.a & 8.b	<i>These clauses needs to be revised - is there some relaxation possible, can this be negotiated and agreed upon by both parties.</i>	<i>As per RFP</i>
17	5	8.b	<i>Need to define Acceptance Criteria clearly / explicitly.</i>	<i>As per RFP</i>
18	4	5.1	<i>Will the SRS and Work Flow be reviewed and Signed off by T+1. Only when this is completed can MS 3 can start. Any delay from MMTC's side to be factored when enforcing Penalty Clause [page 5, Section 9.0]</i>	<i>As per RFP</i>
19	5	5.8	<i>Any delay from MMTC's side to complete the e-commerce Portal Audit be factored when enforcing Penalty Clause [page 5, Section 9.0]</i>	<i>As per RFP</i>
20	5	5.7	<i>Any delay from MMTC's side to complete the Pilot Run to be factored when enforcing Penalty Clause [page 5, Section 9.0]</i>	<i>As per RFP</i>
21	5	5.7	<i>What is the expected support needed from the Vendor for successful completion of Pilot Run.</i>	<i>As per RFP</i>
22	5	5.8	<i>What is the expected support needed from the Vendor for completing Audit.</i>	<i>related to audit , whatever support is required by the auditor</i>
23	5	5.9	<i>What is the expected pre Go-Live support needed from Vendor for Go-Live, Data Migration, User Creation, Access and Authorization for users.</i>	<i>As per RFP</i>
24	6	11.0 ii & v	<i>Refund will be done within what time frame to be specified.</i>	<i>Refund will be made thru epayment mode only for this the bidder will be required to complete the formalties</i>
25	6	13.0	<i>What is the criteria for qualification of Technical Bid?</i>	<i>As per RFP</i>

26	6	13.0	<i>Date for Opening of Price Bid must be specified.</i>	<i>As per RFP</i>
27	7	20.0 a	<i>Invocation of Performance Guarantee will be after written consent is obtained from the Vendor.</i>	<i>As per RFP</i>
28	7	21.0	<i>Penalty is applicable on the disruption due to Software issues of the e-comm solution supplied.</i>	<i>As per RFP</i>
29	8	24.b 24.c 24.d 24.e 24.f	<i>Needs discussion to understand support scope.</i>	<i>self explanatory, As per RFP</i>
30	9	27.0	<i>All dispute resolution process must be in Black and white.</i>	<i>The clause is self explanatory</i>
31	9	27.i	<i>Arbitrator must be mutually agreed and selected jointly.</i>	<i>The clause is self explanatory</i>
32	10	30.0	<i>What is mutatis mutandis?</i>	<i>As per RFP</i>
33	Annx - IV	Customer Registration	<i>What does this mean "The customer will automatically be assigned the Account Manager Role for this Particular Account"</i>	<i>Scope is as per best industry practice. There is no change in RFP.</i>
34	Annx - IV	Functions of Customer	<i>What does this mean " Customer will be able to choose their mode of shipping using integrated shipping Gateways on the website" ?</i>	<i>Scope is as per best industry practice. There is no change in RFP.</i>
35	Annx - IV	Functions of Customer	<i>What does this mean " Customers will be able to view the shipping details on the Website " In this case does Website mean the e-Comm application.</i>	<i>Scope is as per best industry practice. There is no change in RFP.</i>
36	Annx - IV	Functions of Customer	<i>What does this mean "</i>	<i>Scope is as per best industry practice. There is no change in RFP.</i>
37	Annx - IV	My Account Control Panel for Customers	<i>Need Explanation " Customer can review active orders and cancel the same before Confirmation of the Order".</i>	<i>Scope is as per best industry practice. There is no change in RFP.</i>
38	Annx - IV	My Account Control Panel for Customers	<i>Need Explanation " Payment thru different payment options"</i>	<i>Scope is as per best industry practice. There is no change in RFP.</i>

39	Annx - IV	Products	<p><i>Product Organization</i></p> <p><i>How Many Products in Product Master (Approx)</i></p> <p><i>How Many Product Category / Sub Category, Pl provide Examples</i></p> <p><i>Product Number / Item Number exists ?? Provide Example</i></p> <p><i>What are the current Information contained in the existing system / excel sheet.</i></p>	<p><i>Scope is as per best industry practice.</i></p> <p><i>There is no change in RFP.</i></p>
40	Annx - IV	Products	<p><i>Who is responsible for maintaining Product Information? How many Users?</i></p>	<p><i>Scope is as per best industry practice.</i></p> <p><i>There is no change in RFP.</i></p>
41	Annx - IV	Shopping Cart	<p><i>What is the data retention policy? Old orders must be saved for how long?</i></p>	<p><i>Scope is as per best industry practice.</i></p> <p><i>There is no change in RFP.</i></p>
42	Annx - IV	Shopping Cart	<p><i>What does Foresee Checkout Procedure Mean</i></p>	<p><i>Scope is as per best industry practice.</i></p> <p><i>There is no change in RFP.</i></p>
43	Annx - IV	Shopping Cart	<p><i>Temporary Shopping Cart for guest. Need Explanation??</i></p>	<p><i>Scope is as per best industry practice.</i></p> <p><i>There is no change in RFP.</i></p>
44	Annx - IV	Shopping Cart	<p><i>Full Product Stock Control. Need Explanatoin??</i></p>	<p><i>Scope is as per best industry practice.</i></p> <p><i>There is no change in RFP.</i></p>
45	Annx - IV	Shopping Cart	<p><i>Mini Cart in all Page. Need Explanation??</i></p>	<p><i>Scope is as per best industry practice.</i></p> <p><i>There is no change in RFP.</i></p>
46	Annx - IV	Shipping	<p><i>Website will be integrated to the shipping gateway provided by the client? Need explanations / Details.</i></p>	<p><i>Scope is as per best industry practice.</i></p> <p><i>There is no change in RFP.</i></p>
47	Annx - IV	e-mail Notification	<p><i>Customer will receive a notification for track order movement. Need explanation.</i></p>	<p><i>Scope is as per best industry practice.</i></p> <p><i>There is no change in RFP.</i></p>

48	Annx - 1V	Administrative Panel	Need additional details " Content Management"	Scope is as per best industry practice. There is no change in RFP.
49	Annx - 1V	Administrative Panel	Need additional details " Report Management"	Scope is as per best industry practice. There is no change in RFP.
50	Annx - 1V	General Management	Need additional Details " Manage Shipping"	Scope is as per best industry practice. There is no change in RFP.
51	Annx - 1V	General Management	Need additional Details " Manage Event"	Scope is as per best industry practice. There is no change in RFP.
52	Annx - 1V	General Management	Need additional Details " Manage Review"	Scope is as per best industry practice. There is no change in RFP.
53	Annx - 1V	General Management	Need additional Details " Manage Inventory"	Scope is as per best industry practice. There is no change in RFP.
54	Annx - 1V	General Management	How many WH's are present? Will inventory be managed in various WH's?	Scope is as per best industry practice. There is no change in RFP.
55	Annx - 1V	Order Mgmt	Admin Can Add / Delete the order received by the Site - Need explanation	Scope is as per best industry practice. There is no change in RFP.
56	Annx - 1V	Content Management	What is the objective of this requirement?	Scope is as per best industry practice. There is no change in RFP.
57	Annx - 1V	Security	What are the security requirement for this e-Com Portal?	Scope is as per best industry practice. There is no change in RFP.
58	Annx - 1V	Design Standards	Designing the Web application to make sure that the web pages will appear without horizontal scroll Bar in all Resolution. [Desktop / Mobile] ??	Scope is as per best industry practice. There is no change in RFP.

59	Annx - IV	Server & Maintenance	Setting up server with advance configuration and Maintenance support for the server - Need discussion? Dev / Test / Prod Server.	Scope is as per best industry practice. There is no change in RFP.
60	Annx - IV	Requirement From MMTC Division:	Design Approval on Layout - Do you mean the Report Layout?	Scope is as per best industry practice. There is no change in RFP.
61	Annx - IV	Requirement From MMTC Division:	Shipping Policy and Shipping API.	Scope is as per best industry practice. There is no change in RFP.
62	Annx - IV	Requirement From MMTC Division:	How many PG integration?	Scope is as per best industry practice. There is no change in RFP.
63	Vendor	Question	Taxation, GST, SGST, CGST	As per RFP
64	Vendor	Question	Change Management - Not Elaborated in Tender Document.	As per RFP
65	Vendor	Question	Any Preference for Technology, Microsoft / Java	No preference
66	Vendor	Question	Any Preference for Database, MySQL, Oracle, SQL Server, Progress	No preference
67	Vendor	Question	Data Migration - Details to be discussed.	As per RFP
68	Vendor	Question	Go-Live Transitioning from Old System to New.	As per RFP
69	Vendor	Question	Website Branding, Content, UI Design Approval - Two Iterations.	As per RFP
70	Vendor	Question	Should the Website contain any advertisement like Google AdWords'?	As per RFP

71	Vendor	Question	<p>Volume of Transactions</p> <p># of Purchase Orders / Day / Month / Year</p> <p>Peak Month / Seasonal Sale</p> <p># of Stock Updates / Day / Week / Month</p> <p># Total Number of customers</p> <p># of Customer Registrations / Week / Month</p> <p># Volume of e-comm Turnover / Month / Qtr / Year</p> <p># Count of On time Fulfilment Weekly / Monthly / Yearly</p> <p># Count of Cancelled Orders Weekly / Monthly / Yearly</p> <p># Count of Payment Gateway Service Providers</p> <p># Count of Credit / Debit Card Payments Weekly / Monthly</p> <p># Count of Orders Region Wise [North / South / East / West] Monthly / Yearly</p> <p># Count of Orders State wise Monthly / Yearly</p> <p># Volume of Sale Region Wise / State wise Monthly / Yearly</p> <p># Count of WH</p> <p># Count of Purchase Orders placed by MMTC to various Suppliers Monthly / Yearly</p> <p># Count of GRN [Goods Receipt Note] Monthly / Yearly</p> <p># Count of Customer Orders Cancelled by MMTC Monthly / Yearly.</p>	The bidder to conduct detailed analysis.
Bidder-2				
1	na	na	Please specify the no of stores and their location. It will help us in making the response in a better way.	The bidder to conduct detailed analysis.
2	na	na	Who will provide the SMS API (transaction/promotion both	MMTC
Bidder-3				
1	Page 3	3.0 Eligibility Criteria Page 3	We request you to consider similar projects implemented outside India as well in regard to this clause or we request you to increase the timeline for executing such projects in India to a period of five financial years (2012-13,13-14,14-15,15-16 & 16-17)	As per RFP
2	Evaluation C	Evaluation Criteria	Please let us what is the evaluation criteria for this proposal i.e. L1 or QCBS	The award criteria is L1 basis
3	General	Product Base	Please mention the types of products which will be on sale in the e-commerce website i.e. precious metals, agro, ores etc.	Precious metals

4	General	Users	<p>Please mention the total number of users who will be using the system</p> <p>Where will the hosting take place? any requirement for load balancing.</p> <p style="text-align: right;">Is there</p>	hosting take place on cloud
5	General	Technology	<p>It has been mentioned that latest technologies be used. Please mention whether open source or proprietary software is preferable.</p>	No preference
6	General	Target Customers	<p>As per website, please confirm whether this e-commerce website will be only for PMD retail. Please clarify the exact target customer</p>	As per RFP
7	General	Project Submission Date	<p>We request you to extend the date of submission by a period of 7 days so that a qualitative technical solution can be satisfactorily provided</p>	<p>The last date of submission of bids has been extended to 12th January 2018 15:00 hrs and opening 15:30.</p>