



**MEGHALAYA BASIN MANAGEMENT AGENCY (MBMA)**  
C/o Meghalaya State Housing Financing Cooperative Society,  
Upper Nongrim, Shillong, East Khasi Hills District,  
Meghalaya – 793003 (CIN No. U75144ML2012NPL008509)



**PRIME Start Up Hub,**  
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**MBMA/PRIME/ (U-SHIL) / TSACRM/205/2025/2**

**Dated: Shillong, 4th June 2025**

**Corrigendum**

(Eol No. MBMA/PRIME/ (U-SHIL) / TSACRM/205/2025 dated 16<sup>th</sup> May,2025)

Sl No	Description of work
1.	Tender for Selection of an Agency for Devolopment,Operations and Maintenance of a CRM platform and Offline Mobile application (Android & iOS) for PRIME.
2.	Last date of Tender submission <b>06 June 2025 by 5:00 PM</b>
3.	Extended date for Tender submission <b>13<del>th</del> June 2025 by 5:00 PM</b>

The Queries and response are enclosed as **ANNEXURE-I**

Enclosed: **As stated.**

Executive Director  
Meghalaya Basin Management Agency



### **ANNEXURE -I**

#### **Queries & Response.**

<b>SL no</b>	<b>Statement</b>	<b>Queries.</b>	<b>Remark</b>
1	The Client may ask for any type of customization in the software. The Service Provider may also be requested to provide APIs for interacting with this solution.	Requesting department to keep the additional changes/customization beyond RFP scope under Change request which may be charged per man day basis as per the scope of changes/customization.	During the development phase, all customizations will be carried out as per the client's requirements at no additional cost. However, any code-level changes requested after the application goes live may be chargeable based on the scope of work, with applicable rates calculated on a per-day effort basis.
2	Hosting of the application shall be the sole responsibility of the Service Provider as mentioned in this document. However, the Service Provider shall host / transfer the solution at State Data Center or any other infrastructure, if so requested by the Client, at no extra cost.	Kindly Provide the separate Component under BOQ for Hosting Component so that proper segregation can be done for the maintainance and hosting charges incase hosting is done at State data Center.	No Extra cost.
3	General	Kindly State the tentative number of concurrent users for both Mobile Application and Portal.	As per current estimate there are going to be 100 plus user. But the solution has to be a scalable infrastructure and independent of the number of concurrent users.



4	Learning Management System (LMS) Potential for Skill Development	State the tentative number of total & concurrent users for LMS.	As per current estimate there are going to be 100 plus user. But the solution has to be a scalable infrastructure and independent of the number of concurrent users.
5	Access to skill-building resources such as free videos, tutorials, and training materials tailored to entrepreneurial needs.	State the tentative maximum no of videos in LMS module and average Size of a Video.	Solution should be a scalable infrastructure and independent of the number of users.

6	Earnest Money Deposit (EMD) through online mode- Rs. 2,00,000/- in online mode	Please allow exemption for MSE & NSIC registered companies.	EMD is exempted for MSMEs only. Bidders to provide valid certifications/ documents for the same
7	Centre Government / State Government / Semi-Government / PSU/large private entity of a minimum value of Rs. 1 crores in last three financial years FY 2021 – 22, FY 2022 – 23 & FY 2023-24.	We do not have specific similar CRM Experience but we are able to deliver your project. Please provide us relaxation in experience and accept other similar PO also.	No exemption.
8	Organizational Financial Strength: The bidder should	Please amend this clause - Organizational Financial Strength.	No exemption.

	have annual average turnover from system implementation in India in the last three financial years FY 2021 - 22, FY 2022 - 23 & FY 2023 - 24 as follows: • Less than Rs. 10 Crore: 5 Marks • More than or equal to Rs. 10 Crore but less than Rs. 14 Crore: 10 Marks • More than Rs. 14 Crore: 15 Marks.	The bidder should have annual average turnover from system implementation in India in the last three financial years FY 2021 - 22, FY 2022 - 23 & FY 2023 - 24 as follows: • Less than Rs. 5 Crore: 5 Marks • More than or equal to Rs. 5 Crore but less than Rs. 8 Crore: 10 Marks • More than Rs. 8 Crore: 15 Marks.	
9	Develop a CRM platform and an offline mobile application: The scope of this RFP is more related to a Content Management System and CRM will be a part of it. A CMS will cover all the aspects of scope mentioned.	Request to modify the ask of CMS platform with open source & customization features, which will automatically cover the CRM feature.	We are open to opensource framework/ technology stack. But we would request the bidder to share the detailed technical specifications in the proposal.
10	"Bidder must have experience of successfully completed/ongoing 'Similar Work' with Centre/State Government/PSU/private entity of min. value Rs. 1 Cr."	Please clarify whether experience in private sector only (without government/PSU) of Rs. 1 Cr would be considered.	Yes
11	"The bids submitted by a consortium... will be rejected."	Would you consider allowing consortiums for broader capability participation? Enabling consortiums allows specialized agencies to	No



		collaborate and deliver complex digital solutions.	
12	24x7 support services requirement.	Please confirm if remote support is acceptable or if an on-site team is mandatory. Remote 24x7 support is standard industry practice and cost-effective.	We are open for the industry standards of 24x7 remote support, but some provisions should be considered for need based travel as per the project needs and client requirements
13	Resource deployment details	Kindly confirm whether any resources are required to be deployed onsite in Shillong, or if the work can be managed remotely/offsite.	Yes, can be managed remotely but might need to travel as per the client requirements at critical phases of project implementation'
14	Earnest Money Deposit (EMD) and Performance Bank Guarantee (PBG)	Whether MSME registered bidders are exempt from EMD and PBG submission, as per Govt. of India procurement norms? MSME bidders are usually exempt from EMD under GFR-2017 and may also be considered for PBG waiver or relaxation.	Only EMD is exempted for MSMEs. Bidders to provide valid certifications/ documents for the same
15	Last date for submission of bids: 06/06/2025	We request an extension of the bid submission deadline by one week (till 13/06/2025). Additional time is required to prepare technical documents, approach notes, and gather compliance certificates in coordination with OEMs and stakeholders.	Bid extended till 13 June 2025
16		Exemption from EMD - For MSME firms - As per GFR rule 170(b), MSME firms can be exempted from EMD.	Only EMD is exempted for MSMEs. Bidders to provide valid certifications/ documents for the same

17		Turnover - Can we include FY 24-25 for better marks in technical evaluation	For Financial Year 2024-25, bidders are required to submit audited provisional financial certificates. No exemptions will be permitted in this regard. In instances where FY 2024-25 is considered as the latest financial year, the preceding financial years will be determined in reference to FY 2024-25 for all eligibility and evaluation Criteria.
18		1 week extension	Bid extended till 13 June 2025
19		Bank Details for EMD Deposit.	Account Holder Name: PRIME - MBMA Bank Account Number: 39565588546 IFSC Code: SBIN0006320



Executive Director  
Meghalaya Basin Management Agency