

Request for Quotation [RFQ] For Lead Management Application – Direct Sales Team
REF NO: BGSSL/RFQ/DST/2021-2 2/0 1 Date: 07-09-2021
Response to Pre-Bid Queries

SI No	Page No. RFP	Clause No.	Tender Original Clause	Clarification / Bidder Query	BGSSL Response
1	-	-	-	Whether the Technical & Commercial bids need to be couriered in Hard Copy or will soft copy work or both are needed? Please suggest as there are contradicting statements in the RFP on the same.	Please refer "Guideline to submit documents online" uploaded on the website. Bidders have both the options available with them.
2	-	-	-	What is the tenure of contract? Is it 1 year or 2 or 3?	One year
3	-	-	-	Are 1500 users the maximum limit of users or it can be more?	The said number of users may be increased as per the requirement of the company.
4	-	-	-	Is there any scope of integration that needs to be considered, with any existing or in-house or third party software of BGSS ?	Understanding is correct. BGSSL may consider the integration with any existing or in-house or third party software of BGSSL in due course of time but not at this commencement level.
5	2	2	The bidder should be operating for at least 2 years	We are a Start-Up India & MSME registered company and we commenced operations in Nov 2020. (less than 12 months old) We would like you to waive this condition for us to participate	Eligibility criteria pertaining to Business experience may be considered as waived for Startups. Startup certificate issued by the competent authority valid as on the date of bid submission is to be submitted for availing relaxation available to Startups.
6	2	6	The Bidder Company should have positive net worth in the last two financial years	We are a Start-Up India & MSME registered company and we commenced operations in Nov 2020. (less than 12 months old) and are yet to file our returns We would like you to waive this condition for us to participate	As mentioned in the ANNEXURE-01 *, Eligibility criteria pertaining to operating profit / net worth may be considered as waived for Startups.
7	-	-	-	In the Technical response, the proposed solution will cover the generic feature-set of Lead Management System it offers. Is there any specific set of requirements apart from the ones mentioned in 4.0 Scope of Work in RFQ?	At present, the requirements mentioned in 4.0 will suffice. But as already mentioned in 4.1 - point 1; the application shall be dynamic in nature and can be modified as per BGSS requirement in future.
8	-	-	-	Is it fine if the Automatic Incentive calculator can be a configured based on the logic proposed rather than out of the box product offering?	There is a difference in understanding. As already mentioned in 4.1 - point 6 : BGSS will require that the application shall have automatic incentive calculator based on the logics set by BGSS;