

Pre-Bid Query Response – BSEIDC

Short Notice 17/2025-26

(Tender No: BSEIDC/NIT/ERP/17/20225-26)

S/L	Company Name	RFP document reference (Section)	Content of RFP requiring Clarifications	Point of clarification	Clarification
1	DDMIPL (Display Metrics) Unit No. 919, 9th Floor, JMD Mega Polls Sector- 48, Sohna Road, Gurugram, Haryana- 122018 E-mail: fazole7766@gmail.com	4.1: Pre-Qualification Criteria Page No. – 10 Point No.- 4 (Relevant Experience)	At least 1 successful end-to-end ERP implementation project in the last 3 years for Govt / PSU / Autonomous Body or private enterprise. Work order and completion certificate must be submitted.	Change Requested: At least 1 successful end-to-end ERP implementation project in the last 3 years for Govt / PSU / Autonomous Body or private enterprise. Work order/ Ongoing Project/ completion certificate must be submitted.	As Per RFP.
		10. General Terms & Conditions: Page No. – 14	Ernest Money Deposit (EMD)	We request you to kindly allow EMD exemption for bidders registered under MSME, as per the Government of India's procurement policy.	As Per RFP.
2	Expedien eSolutions Ltd. A-198, Sector-63, Noida, India Tel: +91-120-4293591 Ext.235 Email: pkrajput@expediensolutions.com Web: http://www.expediensolutions.com/				No Query Submitted
3	HITACHI MGRM NET LIMITED 1st Floor, MGRM House, Plot No. 19, HUDA Institutional Area, Sector 32, Gurugram - 122003, Haryana, INDIA			We would like to inform you that the said tender is not yet available on your official website https://bseidc.in . We kindly request you to confirm whether this tender has been published, and if so, please share the link or alternate site details where it is accessible. As per the tender notice, the schedule mentioned is as follows: Date & Time of Pre-Bid	Response: RFP available on the official website https://bseidc.in



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				Meeting: 27/08/2025 at 03:00 PM Last Date & Time for Receipt (Submission) of Bids: 02/09/2025 at 04:00 PM Date & Time of Opening of Technical Bid: 02/09/2025 at 04:30 PM Date & Time of Technical Presentation: 03/09/2025 at 11:00 AM	
4	ATISHAYA : Head Office: Plot No 36, Zone-I, Maharana Pratap Nagar Bhopal - 462011 (MP) Regd Office: 14-15, Khatau Building, 44 Bank Street, Fort Mumbai – 400001 (MH) Other Office: Anand Kutir 21 Shivaji Nagar Civil lines Jaipur Rajasthan 302006	Table 4.1: PreQualification Criteria Page No. 10	At least 1 successful end-to-end ERP implementation project in the last 3 years for Govt / PSU / Autonomous Body or private enterprise. Work order and completion certificate must be submitted	At least 1 successful Web Portal/Software Development project in the last 3 years for Govt / PSU / Autonomous Body or private enterprise. Work order and completion certificate must be submitted Justification: The current requirement for an ERP project is overly restrictive and may exclude highly qualified bidders with extensive experience in Web Portal/Software Development. These projects often involve similar technical skills and competencies, including system integration, user interface design, database management, and robust security protocols.	As Per RFP
		Table 5.1: Technical Evaluation Criteria Page No. 10	At least 1 ERP project completed in last 3 years. (All relevant and authentic experience certificates required).	At least 1 Web Portal/Software Development project completed in last 3 years. (All relevant and authentic experience certificates required). Justification: The current requirement for an ERP project is overly restrictive and may exclude highly qualified bidders with extensive experience in Web Portal/Software Development. These projects often involve similar technical skills and competencies, including system integration, user interface design, database management, and robust security protocols.	As Per RFP
		Project Objectives Page No. 7	—	Clarify how AI predictive analytics will be integrated across ERP modules, especially infrastructure-related functions.	As Per RFP
		Scope of Work - Phase I Page No. 7	—	What tools and platforms are preferred for AI-enhanced Project Monitoring System?	As Per RFP

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		Scope of Work - Phase I Page No. 7	—	Please confirm if integration with existing legacy systems is required.	Response: yes
		Scope of Work - Phase I Page No. 7	—	Should the AI functionality include NLP capabilities for internal ticketing or reporting?	<p>The query has been carefully reviewed. The tender document outlines the required scope of services, including the development of an ERP system and ongoing support and maintenance. While the document does not explicitly mandate NLP capabilities for internal ticketing or reporting, bidders are welcome to propose such features as a value-added component within their technical bid.</p> <p>Response: The focus remains on fulfilling the core functionalities and services as defined in the tender document. The selection will be based on the best technical and commercial fit.</p>
		Phase II: Support & Maintenance Page No. 12	—	Can the support be hybrid (onsite-offsite), especially for AI components?	As Per RFP
		Resource Requirements Page No. 11	—	Is remote work allowed for developers and testers during Phase I?	As Per RFP
		Contract Terms Page No. 12	—	Clarify the ownership of enhancements done post initial Go-Live	The query has been carefully reviewed. All enhancements and



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					<p>customizations developed as part of this project, including those implemented post initial Go-Live, will be the exclusive intellectual property of the Government Entity.</p> <p>Response: The bidder must provide all source code, documentation, and necessary licenses to ensure the Government Entity has full ownership and control. This is a non-negotiable term to ensure long-term sustainability and maintainability of the solution. No changes will be made to the bid document at this time.</p>
5	TECHLICIOUS DESIGN AND DEVELOPMENT PRIVATE LIMITED				<p>Response: (Pre-Bid Queries Attachment does not open require password from the user end)</p>
6	Codebucket Solutions Pvt. Ltd.	4.1: Pre-Qualification Criteria Page No. – 10 Point No.- 4 (Relevant Experience)	At least 1 successful end-to-end ERP implementation project in the last 3 years for Govt / PSU / Autonomous Body or private enterprise. Work order and completion certificate must be submitted.	Change Requested: At least 1 successful end-to-end ERP implementation project in the last 3 years for Govt / PSU / Autonomous Body or private enterprise. Work order/ Ongoing Project/ completion certificate must be submitted.	Addressed As above

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		10. General Terms & Conditions: Page No. – 14	Ernest Money Deposit (EMD)	We request you to kindly allow EMD exemption for bidders registered under MSME, as per the Government of India's procurement policy.	Addressed As above
7	Maple India Pvt. Ltd.	Project Timeline	Could BSEIDC provide a clearer breakdown of the 39-month project duration, specifying how the 90-day development and deployment phase fits into it and what the remaining time is allocated for?	The RFP mentions a "Project Duration" of 39 months but also specifies a "notably aggressive delivery timeline of 90 days for the development and deployment phase". This apparent discrepancy needs clarification.	As Per RFP
		Scope & Modules	The RFP states that a 30% payment milestone in Phase I is tied to the "Completion of development of minimum 4 modules (Priority based)". Can BSEIDC specify which four modules are considered a priority?	The RFP lists eight modules but does not identify which ones are prioritized for the initial phase, which is critical for the payment schedule.	As Per RFP
		AI Integration	Could BSEIDC provide more detailed functional and technical requirements for the AI-enhanced features, specifically for the "Project Monitoring & Contractor System" and the "Infrastructure Setup & Support" modules?	The RFP mentions the application of AI models for predictive analytics, risk identification, resource allocation, progress recognition, and tracking. More specific details are needed to accurately scope the work for these enhanced features.	As Per RFP
		Resource Requirements	There appears to be a conflict in the	Section 3.2.1 lists a Project Manager, Project Coordinator, and Technical Support Engineer. Section 6.2 lists a	The clarification point raised by the prospective bidder

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			number of required onsite resources for the support and maintenance phase (Phase II). Section 3.2.1 states three resources while Section 6.2 states two. Can BSEIDC clarify the correct number and roles of the required onsite personnel for this phase?	Project Manager and an Onsite Technical Support Engineer. This is a direct contradiction in the document.	has been reviewed and Typo Error. Revised Eligibility clarification: A total of three resources is required for the AMC phase: I. Project Manager II. Project Coordinator III. Technical Support Engineer.
		Financial Proposal	The Financial Proposal format in Annexure C lists a lump sum for development and separate costs for support resources. Can BSEIDC clarify if all costs for resources in Phase I (Development and Deployment) should be included in the one-time lump sum cost, or if they should be listed separately?	The current format does not clearly specify how to account for the costs of resources deployed during the initial 90-day development phase.	As Per RFP
		Evaluation Criteria	In the Resource Evaluation Matrix (Annexure A), the marking criteria for the "Quality Assurance / Tester" role includes a requirement for "At least 1+ ERP Chatbot implementation". Is a chatbot	The requirement for a chatbot implementation for a QA/Tester role seems unusual and may be a mistake in the document.	The clarification point raised by the prospective bidder has been reviewed and Typo Error. Revised Eligibility clarification: The requirement for the Quality Assurance / Tester role is for at least 1+ ERP and Chatbot testing experience.

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			implementation a mandatory skill for this role, or is this a clerical error, as this skill is also listed for the AI Architect & Developer role?		
		EMD & PBG	The RFP states that the EMD will be refunded to unsuccessful bidders upon the "successful onboarding of the selected agency". How soon after the contract award can unsuccessful bidders expect this refund?	A specific timeline for the refund of EMD is not mentioned, which is a standard pre-bid clarification.	After the Finalization of Process.
		"Go-Live" Definition	Section 8.1 references the "date of Go-Live of the implemented system" as the start of the 36-month support period. Can BSEIDC provide a clear and formal definition of "Go-Live" for the purposes of this project?	A clear definition is needed to avoid ambiguity regarding the commencement of the support and maintenance contract.	As Per RFP
		Technology Stack	Can BSEIDC specify whether a particular technology stack is preferred for the ERP and AI components, or is the choice of technology left to the bidder's discretion, as long as it meets the	The RFP mentions several programming languages and frameworks for both the ERP and AI components but does not explicitly state a preference, which is a key consideration for bidders.	As Per RFP

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			functional requirements?		
8	School Canvas			Scope of Work: Please provide a detailed structure and work process for the following modules included in the scope of work: i. HR & Payroll Management Module ii. Project Monitoring & Contractor System with AI-enhanced Features iii. Procurement & Inventory System iv. Financial Management Module v. Training & Staff Development Module vi. Dashboard, MIS, and Reporting Engine vii. Data Migration & Integration Layer viii. Infrastructure Setup & Support with AI-enhanced Features	As Per RFP
				2. Scope of AI: Please describe the expected scope of AI in the project, specifically regarding its role in project task handling. Please detail how AI-enhanced features will improve efficiency, provide predictive insights, and automate tasks within the platform.	As Per RFP
				3. Database & Server License and Hosting: Is the license cost of Database & server is included in scope of work? Secondly, what is the arrangement of monthly hosting cost?	Response: The query has been carefully reviewed. The tender document specifies that the Database and Server licensing and hosting will be managed by Corporation. The hired agency's responsibility will be limited to providing support for security audits and resolving security issues to ensure maximum system uptime and performance, as outlined in section 3.2.2. No changes will be made to the bid document at this time.

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				4. Disaster Recovery & Performance: What are the expected Recovery Time Objective (RTO) and Recovery Point Objective (RPO) for the proposed solution?	As Per RFP
				5. CDN: What is the plan for implementing a Content Delivery Network (CDN) layer to optimize performance.	As Per RFP
				6. Network Latency: What is the anticipated network latency benchmark for the system?	As Per RFP
				7. System Scalability & User Management: Please specify the maximum number of concurrent users the system can support without performance degradation.	As Discussed in Pre bid Meeting. No change
				8. Database Replication: Do you have a plan for a database replica setup? If so, please detail the proposed replication strategy.	<p>Response: The query has been carefully reviewed. The tender document does not explicitly specify a plan for a database replica setup. The hired agency is responsible for proposing a robust, scalable, and high-availability architecture as part of its technical bid. This proposal should include a detailed database replication strategy (e.g., master-slave, multi-master) to ensure data protection, redundancy, and performance. The proposed solution should align with the project's overall goals of ensuring system uptime and data protection. No changes</p>



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					will be made to the bid document at this time.
9	CYFUTURE Address: Plot No. 197/198, Noida Special Economic Zone (NSEZ) Noida Phase II, Noida Dadri Road, Noida – 201305			While preparing our proposal, we noted that the tender requires hardcopy submission at BSEIDC Patna along with Demand Draft against EMD. As we are in the process of finalizing the technical solution and arranging the DD, additional time is required to ensure a complete and compliant submission. We therefore request you to kindly extend the bid submission deadline by at least 7 to 10 working days to facilitate the submission of hardcopies and supporting documents. This extension will enable prospective bidders to prepare comprehensive and competitive proposals.	As Per RFP


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