Request for Proposal
CRM Ticketing Tool

RFP # IT-26-27-313

Date: -19 /11 /2026

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Multi Commodity Exchange of India ltd
Exchange Square, CTS NO 255, Suren Road, Chakala, Andheri (East), Mumbai – 400093, India
Tel.: (+91 22) 67318888 Fax: (+91 22) 66494151
WebSite : www.mcxindia.com

1. Introduction

The Multi Commodity Exchange of India Limited (MCX), India's first listed exchange, is a state-of-the-art, electronic commodity futures exchange that facilitates online trading. MCX has multi-layer architecture trading and network hardware which has maximum scalability based on market demand.

2. Objective

The objective of this RFP is to get proposals from vendors, who can provide CRM for tracking calls and emails and create auto tickets for the calls and email logged.

3. Scope of work:

- Automatic ticket should be generated and sent to the Members/market participant who has logged in query/complaint/suggestion through call/email.
- **Tiered Routing Categorization**: Automatically classify and route tickets based on critical commodity operational categories
- Users should be able to assign the tickets to the relevant department. Even revocation of closed tickets should be allowed. Even the sub-ticket (Child tickets) facility can also be generated.
- TAT can be defined and accordingly auto escalations should be triggered.
- Member/market participant should be able to track the status of the tickets.
- Customized reports can be generated as per the requirements.
- Support Period – 5 Years
- AI can also suggest replies on common queries as we will have such replies readily over a period (FAQs).
- Similarly, it can load all past replies and issues if can give them…should be able to port
- When meeting vendors – evaluate different MIS is readily available, and list of customize reports.
- Sales Team also be part of this application to have latest update on the queries raised by members mapped to them.
- Any new member data (potential member) can be added in the application.
- Daily priority agenda should be provided with status to be updated by EOD.
- Any future upcoming meetings need to be highlighted.
- If data is shared with client/member then the same will be masked for customer support team.
- Any critical information of client should not be allowed to download on customer service.

- The proposal from qualified System Integrators (SIs) and software vendors to design, implement, and maintain an enterprise-grade **Omnichannel Member & Client Service Desk System**.
- The goal is to replace or heavily modernize our standard communication protocols with a high-utility, robust quality resolution infrastructure. The solution must smoothly blend standard ITIL service desks with the transactional and strict compliance demands of a commodity marketplace.
- **Multichannel Ingestion**: Consolidate issues arriving via a secure member web portal, dedicated APIs, phone, and secure email into one dashboard.
- **Immutable Resolution Logging**: Maintain unalterable audit trails of all system resolutions, conversational notes, and administrative approvals.
- **Regulatory Compliance**: Retain communication records and systemic actions in accordance with capital and commodity market watchdogs (e.g., SEBI guidelines).
- **Root Cause Analysis (RCA)**: If CRM system failed to operate then concerned vendor should provide RCA for same.
- **Knowledge Management**: Host a secure depository for real-time compliance updates, regulatory circulars, and system configuration guides.

4. Locations

Multi Commodity Exchange of India Ltd. –**(DC)**
Exchange Square, Suren Road, Chakala
Andheri (East), Mumbai – 400093, India

Multi Commodity Exchange of India Ltd. –**(DR)**
Unit No-1&2, 17th Floor, GIFT ONE Tower,
Road 5C, Zone 5, Gift City, Gandhinagar,
Gujarat-382355, India.

Eligibility Criteria:

5.1 CRM Vendor

- The Vendor may be a Private/ Public Limited Indian Company under Indian Laws. The Vendor shall submit the Certificate of Incorporation along with the Technical Bid in respect of this requirement.
- The Vendor should have provided similar services to at least 5 Govt. / Public Sector Companies /corporates.
- The Vendor should be registered with appropriate authorities under Employees Provident Fund and Employees State Insurance Acts or any other Labor authorities including under the Contract Labor (Regulation and Abolition Act).
- The Vendor should furnish 3 reference sites; the references should testify to the performance.

- The Vendor engaged with MCX / attending the MCX premises should comply with all the required statutory norms. The vendor should adhere to all applicable laws, rules and regulations in carrying out the Services.
- The Vendor personnel visiting the MCX premises should be ensured in all aspects by vendor.
- The Vendor should ensure that its personnel will adhere to the MCX code of conduct, processes and policies while at MCX's premises.
- The Vendor shall be responsible for compliance with all statutory provisions relating to Minimum Wages, Employees Provident Fund, Employees State Insurance, Service Tax and any other Laws/ Taxes/ Acts/ Rules etc. governing the matter/ issues etc. If at any point of time it is noticed that the Contractor is not meeting out/violating any procedures/taxes/ Acts/ Rules, then that will be paid / recovered from the AMC billing amount.
- The Vendor shall also be liable for depositing all taxes, levies, Cess etc. on account of service rendered by it, to the concerned tax authorities from time to time as per extant rules and regulations on the matter
- Feasibility of the delivery timeline, service post-launch commitment, and 24/7 technical assistance.

-Financial Evaluation Metrics (Weightage: 30%)

- Transparent 3-year and 5-year Total Cost of Ownership (TCO), separating software licenses, deployment configurations, customization hours, and recurring support.

-Technical Evaluation Metrics (Weightage: 70%)

- **Core Product Capabilities (35%)**: Extent of out-of-the-box support for deep custom routing pipelines, advanced SLA configurations, and granular audit archiving.
- **Past Domain Experience (25%)**: Proven history deploying high-velocity ticketing or resolution desks in financial markets, stock exchanges, clearing houses, or large logistics hubs.
- **Architectural Robustness (20%)**: Review of the software's API elasticity, clustering failover speeds, and underlying cybersecurity protocols.
- **Execution & Support Model (20%)**: Feasibility of the delivery timeline, hypercare post-launch commitment, and 24/7 technical assistance.

-Technical Proposal:

- **Corporate Credentials**: Proof of financial stability, software quality assurances, and matching implementation histories.
- **Proposed Solution Architecture**: Detailed technical design blueprints outlining system scale limits, deployment methods (On-Premises only) and failover strategies.
- **Functional Fitment Mapping**: A point-by-point confirmation indicating if the system satisfies each section of the criteria outlined.
- **Project Execution Plan**: Clear timeline breakdown with milestones spanning design, customization, User Acceptance Testing (UAT), and full production rollout.

-Commercial Proposal:

- **Itemized Software Costs**: Breakdowns of basic user licenses, volume additions, and required server runtimes.
- **Implementation Fees**: Flat rates covering data structural mappings, API setups, and member portal layouts.
- **AMC**: Tiered options for continuous operational maintenance with bug patching.

Escalation Matrix:

- Detailed escalation matrix to be shared by Vendor.
- Vendor is required to submit the Escalation Matrix with all Levels.
- The Bidder should share Vendor contact details with escalation matrix up to country head.
- The Bidder should share the back-to-back (Vendor) contract details / copy, original software licenses etc. (If applicable).
- Vendor Support must be provided by Vendor as per SLA decided with MCX.

5. Penalty:

Penalty in case failure to meet SLA

A	SLA Parameters - Partner/SI/Vendor	S1	S2	S3
1	**Response Time**	Within 15 Minutes	Within 30 Minutes	30 Minutes
	Comments			
2	**Resolution time**	Within 30 Minutes	Within 2 Hrs	Within 8 Hrs
	Comments			
3	**Penalty for SLA**			
4	**a**) Per Incident (In case not meeting SLA / technical glitch/disaster)	2% of PO value	1 % of PO value	0.5% of PO value
	Comments			
5	**RCA**: Submission of Preliminary report related to technical glitch within 24 hours of the occurrence of the glitch and Comprehensive Root Cause Analysis within 7-14 days of its occurrence.			
	Comments			
5	**Penalty for RCA** : In case not meeting above RCA submission requirements	2% of PO value and capped at 5% of PO Value on Annual basis		
	Comments			
B	**SLA Parameters - OEM**			
1	**Response Time**	Within 15 Minutes	Within 30 Minutes	30 Minutes
	Comments			
2	**Resolution time**	Within 30 Minutes	Within 2 Hrs	Within 8 Hrs

5	**Penalty for SLA**			
	a) Per Incident (In case not meeting SLA / technical glitch/disaster**)**	2% of PO value	1 % of PO value	0.5% of PO value
	Comments			
7	**RCA**: Submission of Preliminary report related to technical glitch within 24 hours of the occurrence of the glitch and Comprehensive Root Cause Analysis within 7-14 days of its occurrence.			
	Comments			
8	**Penalty for RCA**: In case not meeting above RCA submission requirements	2% of PO value and capped at 5% of PO Value on Annual basis		
	Comments			

6. Payment Terms:

Milestone Base
30% _____
30% _____
30% _____
10% _____

Note: Bidders required to sign Agreement/Legal document with the Exchange. Until unless Agreement is not signed, payment will not be processed.

7. Notification:

MCX may in its absolute discretion apply selection criteria specified in the document for evaluation of proposals for short listing / selecting the eligible Bidder. MCX is not obliged to provide any reasons for any such acceptance or rejection as evaluation process in entirely internal.
Submission of proposal notifies deemed acceptation of terms as mentioned in this RFP by Bidder.

If applicable a weightage of 60:40 % respectively shall be considered for technical and commercial bid (inclusive of functional, subjective, efficacy evaluations) if applicable the criteria and the actual process of evaluation of the responses to this RFP and subsequent selection of the successful Bidder will be entirely at MCX's discretion.

Technical evaluation of the submitted bids with respect to the RFP will be evaluated. Technically qualified bidders will be selected under qualified Bidder criterion. Financial bid will be evaluated only for the technically qualified bidder

All Quoted Commercial Values should comprise of values only up to 2 decimal places.
MCX for evaluation purpose will consider values only up to 2 decimal places for all

8. Confidentiality:

The RFP document is strictly confidential and is not to be disclosed, reproduced, published in any manner, transmitted, or otherwise made available by the Recipient to any other party. MCX may update or revise the RFP document or any part of it at its sole discretion. The Recipient acknowledges that any such revised or amended document received by it, shall be subject to the same terms and conditions as this original and subject to the same confidentiality undertaking. All Information pertaining to the Exchange obtained by the Solution Provider as a result of participation in this RFP / project is confidential and must not be disclosed without prior written authorization from the Exchange

9. Termination Clause:

If the product / solution / services are not found to be satisfactory or if there is any non-compliance in product / service with respect to RFP or breach of delivery terms, SLA, uptime then MCX reserves the right to terminate the contract / Purchase Order (PO) giving notice to the SI. SI should refund the payment done by MCX, if any.

If delivery / installation is not completed within 6 months of PO date, MCX reserves right to terminate the PO. SI should refund the payment done by MCX, if any.

10. Contact Details and Submission Process:

- Two separate proposals, Technical and commercial, to be submitted. Technical proposal will contain configuration, BOM Technical details, Eligibility criteria feedback, etc.
- Commercial proposals should have commercials, payment terms, delivery Period, etc and should be password protected, password to be shared when requested from MCX personnel.
- If you meet mentioned eligibility criteria / scope, please send confirmation mail and expression of interest to:

  Mr. Pravin Shivankar - **pravin.shivankar@mcxindia.com** - +91 91673 48507

  For Technical Query / Scope –
  Mr. Prabhakar More, Prabhakar.more@mcxindia.com

*** For any query, SI should contact within 3 days from the date of RFP uploaded on MCX Website.**

11. Details to be shared by OEM/Bidders

a) Have you provided similar services to other MII or Exchange, if yes provide the details?
b) Are you providing any service in MCX, if yes provide the order detail (Purchase Order No)?

12. **CII clause protection & Backdoor clauses**:

- The Vendor understands and acknowledges that certain systems/computer resources/equipment/setups of MCX are identified as a Critical Information Infrastructure ("CII"). Therefore, All the Laws/ rules/ regulations and guidelines applicable to CII's and Protected Systems including the *"Information Technology Act, 2000"* and *"Information Security*

Practices and Procedures for Protected Systems", set out in Gazette notification dated 22nd May 2018, shall be applicable to MCX.

- Vendor represents and warrants that: (1) Vendor and/or its employee shall always comply with the required laws, regulations and guidelines, applicable to the them, to ensure safety and security of CUSTOMER's CII's and Protected Systems; (2) Vendor and/or its employees shall not damage/harm CUSTOMER's systems/computer resources/equipment/setups; (3) Vendor and/or its employees shall not try to obtain unauthorized access to CUSTOMER' systems/computer resources/equipment/setups; (4) Vendor and/or its employees shall not plant or place any harmful code, virus, self-propagating program, Trojan horse, trap door, backdoors or any other kind of harmful code or program in CUSTOMER's systems/computer resources/equipment/setups; (5) Vendor and its employees shall not leak and/or misuse the information stored and available on CUSTOMER's systems/computer resources/equipment/setups. Furthermore, subject to clause 7 of the MSA, Vendor agrees to indemnify and keep indemnified, hold harmless and defend MCX against any/all loss, claims damage and penalty, that may be incurred by MCX, due to breach of SI's representations and warranties, as mentioned in this provision. In addition to the above Vendor may also be liable for the punishment and/or penalty prescribed under the applicable laws (including of Information Technology Act, 2000).

13. <u>Compliance with relevant laws, regulations and CUSTOMER's Policies:</u>

1. Vendors shall at all times be responsible for complying and shall ensure compliance with the applicable laws rules or regulations including but not limited to money laundering, GST, SEBI laws, rules, regulations.

2. If Vendor commits a breach of any applicable laws Vendor alone shall be responsible for the penal consequences that may arise therefrom and Vendor alone shall be liable to meet the financial labilities arising out of such breach or contravention, without any recourse to MCX. Vendor agrees that the MCX shall not be responsible in any manner whatsoever for any offence or contravention committed by VENDOR or its employee, agents, representatives etc. and any prosecution or legal proceedings for such offence shall lie only against SI. In an event MCX is penalized or if MCX has to bear any damages/ losses due to non-compliance by SI, then subject to Clause 7 of the MSA, MCX shall be entitled to set-off such losses/penalties/ claims from any amounts payable by MCX to VENDOR or Vendor shall reimburse such amount to MCX.

3. In addition to the aforesaid, Vendor understands and acknowledges that certain systems/computer resources/equipment/setups of CUSTOMER are identified as a Critical Information Infrastructure ("CII"). Therefore, All the Laws/ rules/ regulations and guidelines applicable to CII's and Protected Systems including the "Information Technology Act, 2000" and "Information Security Practices and Procedures for Protected Systems", set out in Gazette notification dated 22nd May 2018, shall be applicable to CUSTOMER.

4. Vendor represents and warrants that: (1) Vendor and/or its employee shall always comply with the required laws, regulations and guidelines, applicable to the them, to ensure safety and security of CUSTOMER's CII's and Protected Systems; (2) Vendor and/or its employees shall not damage/harm CUSTOMER's systems/computer resources/equipment/setups; (3) Vendor and/or its employees shall not try to obtain unauthorized access to CUSTOMER' systems/computer resources/equipment/setups; (4) Vendor and/or its employees shall not plant or place any harmful code, virus, self-propagating program, Trojan horse, trap door, backdoors or any other kind of

harmful code or program in CUSTOMER's systems/computer resources/equipment/setups; (5) Vendor and its employees shall not leak and/or misuse the information stored and available on CUSTOMER's systems/computer resources/equipment/setups. Furthermore, subject to clause 7 of the MSA, Vendor agrees to indemnify and keep indemnified, hold harmless and defend MCX against any/all loss, claims damage and penalty, that may be incurred by MCX, due to breach of SI's representations and warranties, as mentioned in this provision. In addition to the above Vendor may also be liable for the punishment and/or penalty prescribed under the applicable laws (including of Information Technology Act, 2000).

14. Conflict of Interest/Potential Conflict of Interest:

The Vendor shall take appropriate steps to ensure that neither the Vendor nor any staff/employee of the Vendor is placed in a position where (in the reasonable opinion of MCX) there is or may be an actual conflict of interest or a potential conflict of interest between the pecuniary or personal interests of the Vendor and the duties owed to MCX, under the provision of this Agreement. The Vendor will disclose to MCX full particulars of any such conflict which may arise. In case of any conflict of interest or potential conflict of interest, MCX shall be entitled to terminate this Agreement forthwith, if the Vendor is unable to mitigate the conflict or potential conflict within 15 days from the date on which the Vendor becomes aware about such Conflict or potential conflict. Such mitigation of conflict will be subject to the sole discretion of MCX.

15. Relationships/Independent Contractor:

a. The Parties agree that the Vendor will act as an independent contractor in the performance of this Agreement. Nothing under this Agreement shall authorize the Vendor to be an agent or legal representative of MCX for any purpose whatsoever and the Vendor is not granted hereunder any right or authority to make any representations or to assume or create any obligations or responsibility, express or implied on behalf of or in the name of MCX in any manner.

b. Nothing in this Agreement shall be deemed to constitute or be construed as constituting a partnership, joint venture, agency or the relationship of principal and agent and neither party hereto shall have any authority to bind the other in any way.

16. Right To Audit & Access to Information:

It is agreed that MCX and/or any Relevant Regulatory Authority and/or their Authorized Representatives, shall have the right, at any time, with a reasonable notice, to perform scheduled audits of the books and records maintained by the Service Provider with respect to the Services rendered by such Service Provided and its performance of the Service as mentioned herein in this Agreement. Also, it is agreed that such audit may be independent in nature or part of the System Audit of MCX conducted by Relevant Regulatory Authority and/or their Authorized Representatives, for risk assessment and mitigation measures.

Subject to and without compromise to the Service Provider' obligations of confidentiality to its other clients, the Service Provider shall grant the MCX and/or any Relevant Regulatory Authority and/or its Authorized Representatives, full and complete access to any and all relevant portions of the Service Provider's books, records and any other information as they relate to this Agreement and the Services. The Service Provider agrees to provide MCX and/or any Relevant Regulatory Authority and/or its Authorized Representatives, such information and assistance as reasonably requested without any limitation. The Service Provider further agrees to cooperate and provide full access to Service Provider's books, records and information in connection with its performance of

the Services and compliance with this Agreement, in order for MCX and/or any Relevant Regulatory Authority and/or its Authorized Representatives to perform such audits.

In order for MCX and/or any Relevant Regulatory Authority and/or its Authorized Representatives to perform such audits, the Service Provider shall, for the Term of this Agreement and for at least Three (3) years after the expiry or termination of this Agreement, preserve its books, records and accounts in respect of the exercise of the Services under this Agreement Equitable Relief and Remedies.

17. Business Continuity Plan:

Vendor shall maintain a comprehensive business continuity plan to ensure the Vendor's continued performance of its obligations under this Agreement, this business continuity plan should comply with the applicable laws, rules and regulations. Vendor will provide an executive summary of such plan upon request from MCX within a reasonable timeline. The Vendor will test the adequacy of its business continuity plan at regular intervals. In the event the Vendor has knowledge of an incident/business disruption that materially impacts Vendor provisions of the services as mentioned herein under this Agreement, the Vendor will promptly notify MCX of such disruption and the steps being taken in the repose to such disruption. The Vendor represents that, as of the date of this Agreement, such Business Continuity Plan is active and functioning normally in all other material respects.

18. Support & Maintenance:

SI shall support any internal or external security preparedness drills. (Including SEBI / NCIIPC / CERT-In / IDRBT cyber drills) and carry out activities for setting up of monitoring and response systems required for the drills and participate in all stages of such drills as and when required.

19. Change Management:

SI shall adhere to the change management process of MCX to manage any change to the deployed version of the Software/ applications provided to MCX. There shall be a change request in writing by either of the parties specifying the required change, the reason for the change and the expected outcome. SI shall assess the change request including its impact on the current version of software/ application and provide MCX with an assessment report. SI shall provide roll-out plan and ensure that all changes are thoroughly validated and tested before implementation/ deployment.

SI after deployment of change request, shall also review whether the new deployed software/ application meets the MCX and regulatory requirements from time to time.

20. Data Localization:

SI shall ensure that all the data generated (including creation and storage) within the legal boundaries of India remains within the legal boundaries of India. SI shall keep the original Regulatory Data, available and easily accessible in legible and usable form, within the legal boundaries of India. Further, if the Regulatory Data retained within India is not in readable form, the SI shall maintain an application/ system to read/ analyse the retained data. SI shall ensure that a copy of MCX's data should be maintained within India if the data center is operated from outside India.

21. Vulnerability Identified at later date:

SI shall conduct regular vulnerability assessments to identify potential vulnerabilities in the software/ application and shall remediate and mitigate vulnerabilities including the vulnerabilities which were identified later in a time bound manner (to be defined by dept. & to clarify the timely compliance and closure of identified vulnerabilities). SI shall comply with industry recognized vulnerability management standards and framework including ISO 270001.

SI shall comply with the SEBI's guideline on Cybersecurity and Cyber Resilience framework.

22. Human Rights Compliance:

The Parties agree to uphold and respect internationally recognized human rights standards in all aspects of their operations and business practices. Each party shall ensure that no activities under this agreement involve any form of forced lab our, child labor, discrimination, or violation of basic human dignity or rights.

23. Information Security Requirements:

(Technology - Products & Services)

1. Product/Service should have security certifications (Common Criteria EAL 3 and above or equivalent for products and SOC2/ISO 27001:2022 or equivalent assurance certificates for services) and submit reports/evidence.
2. Product/service should undergo security testing (VAPT, SAST, DAST etc)/audit before go-live and post go-live by CERT-In empaneled auditor and close the identified security vulnerabilities within timelines without any cost implication to MCX.
3. In case of software, Bidder/OEM must provide full details of Software Bill of Material (SBoM) with libraries, open-source components etc. and certify no vulnerable component/libraries or used. Should ensure support for security patches and upgrades as and when required.
4. Bidder must have BCP setup and participate/support in cyber drills/exercises conducted by MCX from their product/service perspective.
5. Product/service must have support for integration with C-SOC tools (SIEM, EDR/XDR, SOAR, WAF, PAM etc.) through Syslog/API/CEF for security log monitoring and incident response at no additional cost to MCX.
6. Bidder must submit “Software/appliance are Free from malware/Backdoor” certificate. Clauses related to data security and privacy as per IT Act/ DPDP Act requirements must be part of NDA/agreements.
7. Right to audit/access to bidder environment or location if required by MCX, third party auditor appointed by MCX and/or regulatory body.
8. Selected bidder to demonstrate the security features in POC.
9. Bidder shall adhere the relevant regulatory requirements (Existing or as and when received) of SEBI, NCIIPC, Cert-In and other regulators such as MEITY empanelment etc.