

**Clarifications to the Pre-bid Queries Ref: CO:DBD:NB/MB:286/R1:2019-20 dated 20.05.2019 – Request for Proposal for Selection of vendors for providing SMS gateway services.**

Page No.	Clause No.	RFP Term	Queries	Clarification
11	10.3:-10. Opening of Bids by Bank	The technically qualified bidders will be intimated to participate in the Online reverse auction process (PART-II), to identify Lowest Quoted (L1) bidder and second lowest quoted (L2) bidder.	Need clarity on RA L1 and L2 , how traffic will be segregated between L1 and L2 and what would be the percentage.	Please refer Section-II Clause.13:- selection of vendors. 50% of SMS traffic will be split among the identified L1 & L2 bidders.
15	4. Performance Security	Within 15 days of issue of Purchase Order, the supplier shall furnish to the Purchaser the Performance Security equivalent to 10% of the one year projected Contract Amount in the form of a Bank Guarantee, valid for 39 months (with further one month of claim period), in the format enclosed.	10% of the one-year projected contract amount is turning out to be a large amount. Please consider reducing the performance security amount.	Please adhere to the tender terms since contract will be split between L1 & L2 bidders. The Service Provider shall submit performance bank guarantee for 10% of the one year projected contract value.
17	9. Implementation Schedule	Implementation, configuration of should be completed within Two (2) weeks from the date of acceptance of purchase order.	Would require 6 - 8weeks for the implementation. Please change and extend timeline. Kindly specify acceptance criteria as well	Please adhere to the tender terms
17	12 .Payment Terms - Point ii)	Payment will be made within 15 days on monthly basis in confirmation of the MIS reports made available to the Bank and will be segregated into following categories: > Successfully delivered SMSes will be paid in Full. > Rejected/DND/Invalid SMSes will not be paid.	"Successfully delivered SMSes will be paid in Full." Kindly confirm that the delivery here is referred to the operator SMSC.	Successfully delivered SMS refers to SMS successfully delivered to operator SMSC. However Bidder to route the transactional messages through dedicated route and ensure that the SMSes are delivered to customers handset successfully.



Page No.	Clause No.	RFP Term	Queries	Clarification
18	13. Prices and Taxes	No escalation in price on any ground will be permitted, even if the cause of escalation is due to government guidelines or regulations or rule or act or any administrative fiat by whatever nature called.	Please allow us to have Price revision in case the revision is mandated by TRAI or Operators. This is beyond our control. We will produce documents as necessary to support the price revision mandate.	In case of major upward revision of prices by TRAI, the rates will be re-negotiated by Bank and made effective from start of next calendar year (i.e) from the month of January. No price revision will be applicable during the current year of operation. The service provider to produce necessary support documents from TRAI in support of their claim.
26	Qualification Criteria-Point :2	The Annual turnover should be more than Rs.50 Crores for the last three audited balance sheets of the bidder (2016-17, 2017-18 & 2018-19).	<p>Please modify the turnover to Rs. 35 crores. We qualify all other eligibility criteria and already have leading banks like SBI, CBI, Saraswat Bank, J&amp;K Bank, YES Bank, Kotak Mahindra Bank using our services. Also, allow submission of Provisional financial documents for FY 2018-19 and audited documents of FY 15-16. We are sound in terms of technical criteria as well.</p> <p>We'd like to bring to your notice that the auditing for the previous FY 2018-19 is not complete yet. At this stage, we shall be able to produce only the provisional Balance Sheet and CA certificate for the FY 2018-19. Kindly consider the same.</p>	<p>Please adhere to the tender terms.</p> <p>The bidder can furnish unaudited balance sheet duly certified by a Chartered Accountant for the FY 2018-19 and submit the audited balance sheet before 30-September-2019.</p>



Page No.	Clause No.	RFP Term	Queries	Clarification
26	Qualification Criteria-Point :3	The Bidder should be Net profit making entity for each year during the last 3 financial years 2016-17, 2017-18 & 2018-19.	Please allow submission of Provisional financial documents for FY 2018-19 and audited documents of FY 15-16.	The bidder can furnish unaudited balance sheet duly certified by a chartered accountant for the FY 2018-19 and submit the audited balance sheet before 30-September- 2019.
26	Qualification Criteria-Point :8	Bidder should have a capability to handle at least 50 lakhs Real Time SMS alerts per day for banking transactions of Banks.	Please confirm if we can submit invoices and log reports showing 50 lakh SMS in a day, for multiple clients. Technically, this should be acceptable as it proves the capacity.	Multiple invoices to prove 50 lakhs SMS per day is acceptable. But only banking transactional message count to be provided and not promotional messages.
27	Section V - Annexure 1 - S No.3	All SMS messages are to be delivered to the SMSC within 5 seconds of receipt of the message at bidder's server and expected to be delivered to the mobile subscriber within 10 seconds.	Once the messages are submitted to the operator SMSC, it is beyond the control of the bidder. Also, bidder cannot commit delivery of all messages to mobile subscriber within 10 seconds. We request Bank to allow some exceptional scenarios like the below. a. Inbox full b. International Roaming c. Mobile Number blacklisted d. Mobile Switched Off e. Mobile Out of range f. Invalid Mobile Number 10 Sec delivery is based on Network availability and Handset availability (Not reachable, switched off, Busy responses may affect the delivery time line)	Please adhere to the tender terms. Bidders to route the transactional messages on dedicated route and ensure that the SMSes are delivered to customer handset within the prescribed time. Handset issues beyond the control of the operator for delivery of SMS is acceptable.

