

Tender Code CGMIT/SMS/2022-25/2 Ver- 2
Tender for Providing SMS services to MSEDCL

Pre-Bid Queries Responses

Sr. no	RFP Section & Clause	Page No.	Subject/RFP Clause	Query/Request	MSEDCL Response
1	4 Qualifying Criteria requirements	Page no.13 Point. 4	The Bidder should have experience of a minimum of 5 years in the area of SMS Services meeting one of the following conditions during the last 5 years (up to date of publishing tender) in India : a. One similar completed work order having an annual Contract value of Rs 19.34 Crs. b. Two similar completed Work orders having annual Contract value of Rs.12.09 Crs each. c. Three similar completed Work Orders having annual Contract value of Rs. 9.67 Crs each.	PO the from same entity for different financial year will be considered?	As per RFP "Multiple orders (of the continuous period) from the same client will be treated as a single work order".
2	General Query			Only EMD in the form of BG needs to be submitted phisically, there will not be any other hardcopy submission. Please confirm my understanding.	Yes. As per RFP
3	Detailed Scope	Page No. 36 point number XXIV	Offsite and onsite support	What will be the KRA of offsite resource and what will be period of deployment? There are no any charges mentioned for resources, are we need to consider that these charges will be borne by us/bidder?	Refer revised clause in the RFP.
4	Schedule of prices	Page no. 62		Lowest bidder will be selected on TCO (total Cost Offered) basis OR per unit rate basis.	L1 bidder will be decided based on Total Cost Offered. As per RFP

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5	6.3 DETAILED SCOPE	Page no.34 Point no. XX	DLT template creation & Registration has to be done on MSEDCL's (registered) DLT platform partner website.	Kindly note, SenderID or Header, Content & Consent Template should be Pre-registered in Operator DLT Portal. Hope this is fine?	Yes. As per RFP
6	6. SCOPE OF WORK - 6.3. DETAILED SCOPE	Page no.34 Point no. iii	iii. It is the bidder's responsibility to get all types of clearances, approvals & license requirements from Govt. of Maharashtra, Govt. of India and all the regulators like TRAI for smooth & hassle-free functioning of SMS services.	Kindly be informed, we are following DOT and TRAI Regulations	As per RFP
7	6. SCOPE OF WORK - 6.3. DETAILED SCOPE	Page no.35 Point no.Xii	xii. Bidder should have the capability to provide proof of delivery of SMS alerts to the MSEDCL Consumer.	Kindly be informed, we receive Real-time handset delivery status (Success or Failed) with Reason from the Mobile subscriber Operator.	As per RFP
8	8.9 SERVICE LEVEL AGREEMENT	Page no.53 Point no. A	Penalty for non-delivery of SMS and Penalty for delay in SMS delivery.	Success Rate should be excluding the network errors such as switched-off, inbox - full and more. SLA should exclude network errors like-Phone switched off, Out of network area, Inbox full, Invalid number, Invalid IMSI etc. Please confirm our understanding.	As per RFP. Exclusions for SLA penalty are already mentioned in the RFP.
9	18. Annexure 10: INTEGRITY PACT (IP).	Page 72	18. Annexure 10: INTEGRITY PACT (IP)	Dear Sir, please clarify the integrity pact needs to be submitted on company's letter head or on stamp paper.	Integrity Pact shall be submitted on Company letter head. Proforma of Integrity Pact shall be submitted by the bidder/s along with the bid documents, duly signed by the same signatory who is

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					authorized to sign the bid documents.
10	6. SCOPE OF WORK - 6.3. DETAILED SCOPE	page 35 Point no.XV	xv. Bidder should prioritize OTP message so that it is received/delivered within 15 seconds.	Dear Sir, please categorize transactional and OTP sms Separately, Kindly increase the the delivery time for OTP to 30 Seconds and Transactional SMS to 4 mins.	Pl refer revised clause in RFP. All messages are already categorized as transactional and OTP SMS.
11	5.4.15. PRICEBASIS & PAYMENTS	Page 26	5.4.15. PRICEBASIS & PAYMENTS	Price escalation due to any regulatory increase in pricing to be considered and agreed.	No change. As per RFP
12	5.4.23. SIGNINGOFCONTRACTAGREEMENT	Page 30	5.4.23. SIGNINGOFCONTRACTAGREEMENT	Kindly consider - the contract needs to be reviewed and necessary changes to be discussed and captured with mutual discussion.	No change. As per RFP
13	7.2.5. TERMINATION (A. By the Owner)	Page 41	7.2.5. TERMINATION (A. By the Owner)	Kindly pls consider providing 60 days prior written notice before termination for any reason other than breach.	No change. As per RFP
14	7.2.5. TERMINATION (A. By theVendor)	Page 41	7.2.5. TERMINATION (A. By the Vendor)	Kindly pls consider reducing the curing period to 15 days or as per the timeline provided by regulatory, government or carrier's instructions or order.	No change. As per RFP

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15	7.4. CONFIDENTIALITY	Page 42	7.4. CONFIDENTIALITY	Dear Sir, Kindly pls make this mutual as we will also be sharing our confidential during the process and tenure of the contract.	No change. As per RFP
16	Eligibility criteria	Page 14 Point no:6	6. Bidder should have self-owned SMSC (Short Messaging Service Center) setup with SMS Gateway and having capacity of at least 5000 TPS (Transaction Per second).	Dear Sir, we have tie-up with BSNL. For multiple connectivity with 3 different service providers, we can provide email confirmation Kindly consider the same.	No change. As per RFP
17	Eligibility criteria	Page 14 Point no:8	9. The bidder should have minimum CMMI Level 3 certification.	Dear Sir, request you to amend the clause for the bidders who are not CMMI Level 3 Certified to be able to participate in the Bid.	No change. As per RFP
18	Eligibility criteria	Page 14 Point no:9	5. The bidder's solution should be certified for security audit from a CERT-IN Empaneled Agency.	Dear Sir, request you to amend the clause and consider ISO Certifications instead of certifications from CERT-IN empanelled agency.	No change. As per RFP
19	7.6. INDEMNITY	Page 42	7.6.INDEMNITY d) the act or omission of the Vendor or the Vendor's employees, agents or the Board. The intention of the Vendor should be that, such indemnity shall apply whether or not the claims arise from the joint or concurrent negligence of the Board.	Dear Sir, please provide more clarity on this provision as the same not clear.	Pl refer revised clause in RFP

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20	7.7. LIABILITY OF THE VENDOR	Page 43	7.7. LIABILITY OF THE VENDOR	Dear Sir, Liability is too high, so kindly pls consider limiting the same to 100% of the invoice value for the preceding 12 months. Also pls, exclude liability for indirect and consequential damages.	No change. As per RFP
21	7.19. HANDING OVER	Page 47	7.19. HANDING OVER	Kindly consider this will be subject to the applicability.	No change. As per RFP
22	8.9. SERVICE LEVEL AGREEMENT	Page 52	8.9. SERVICE LEVEL AGREEMENT	Please consider the penalty clause revision	No change. As per RFP
23	Physical submission			Are any documents required to be submitted physically in the RFP?	Only EMD in the form of BG needs to be submitted physically.
24	POA			Is power of attorney required on stamp paper and please specify format for POA?	Yes. Power of attorney, duly notarized on appropriate stamp paper , indicating that the person(s) signing the bid has(ve) the authority to sign the bid and thus that the bid is binding upon the Bidder during the full period of its validity.
25	Eligibility criteria	Page 13 Point no.2	The bidder should have an average annual Turnover of Rs. 21.76 Crore and above for the las three audited financial years. i.e. (FY 19-20, FY20- 21, FY 21-22). In case audited statements of FY 21-22 are not available, then Turnover of FY18-19, FY 19-20 & FY20-21 will be considered.	Dear Sir, Request you to please raise this limit to 100cr for reputed companies participation in this RFP	No change. As per RFP
26	Fallback sms			What is the fallback method for sms	No Fall-back for SMS. The bidder has to adhere to SLA given in the tender document.

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27	EMD Details			Please provide Bank account details for EMD	Details will be shared separately via email. Please submit the request to sms@mahadiscom.in
28	Exempted sender id			Are any exempted sender Id's to be used in the MSEDCL sms project? Please confirm.	Currently, there is no exempted Sender ID for MSEDCL. MSEDCL is in process of applying for TRAI exemption. The bidder has to follow the TRAI Regulations.
29	Eligibility Criteria;	Page no. 13 clause No 6	The SMSC should have multiple connectivity with minimum 3 different Telecom service providers.	Considering the Scope of work. We request you allow connectivity with minimum 2 different Telecom service providers	No change. As per RFP
30	Eligibility Criteria;	Page no. 13 clause No 8	The bidder should have minimum CMMI Level 3 certification.	1) As per Guidelines for procurement issued by Ministry of Electronics & Information Technology its mentioned on pg No17 that, CMMi Certification is relevant for projects where typical software implementation or application development is being done. 3) We do have ISO/IEC 27001 certification which is being considered in other Govt projects. 4) Just because of CMMi-3 certification , it will create big barrier for the companies to participate	No change. As per RFP

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				<p>in the project.</p> <p>There for we humbly request you to amend clause as "The bidder should have minimum CMMI Level 3 certification OR ISO/IEC 27001 certification.</p>	
31	ELIGIBILITY CRITERIA:	Page no. 13 clause No 6	6. Bidder should have self-owned SMSC (Short Messaging Service Center) setup with SMS Gateway and having capacity of at least 5000 TPS (Transaction Per second). 7. The SMSC should have multiple connectivity with minimum 3 different Telecom service providers.	Pls confirm on Understanding: Bidder should have Owned SMSC Deployed in any operator In India with at least 3000 to 5000 TPS. SMSC depolyed in 3 operators is very restrictive in which selective bidders can particiapte so please confirm on the understanding and ammend the clause. Also please confirm about the SMSC deployed requirment in the MSEDCL.	No change. As per RFP.
32	BRIEF SCOPE:	Page no.33 Point no. ii	ii. Voice bases SMS for Outbound Calling campaigns.	Please confm on the Voice requirment in details and include the voice line items in commercial as well.	Yes. Bidder will record the voice as per the scripts provided by MSEDCL
33	ELIGIBILITY CRITERIA:	Page no. 14 Point no.5	5. Bidder should be an Official DLT Registrar with any of the Telecom Operator to handle and manage all the core aspects of DLT Platform compliances and Technology.	DLT registered means Telemarketer certificates needs to provide. After DLT, all the aggregator needs to register as a	No change, As per RFP. Bidder should provide Agreement between Bidder and Telecom Operator valid as on date of submission of bid.

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				Telemarketer. So please confirm on the understanding.	
34	General			After Tender Fee payment only we will get the new RFP document or please let us know from where we will get the RFP document. Earlier we Paid tender Fee but RFP got cancelled.	RFP is available after payment of Tender fee for each tender separately. Tender fee is non refundable.
35	General			Is there any Physical submission or all the documents needs to submit Online.	As per RFP. All bid documents are to be submitted online. Only Bank Guarantee for EMD need to be submitted in original.
36	General			Only L1 Bidder will get selected with 100% traffic or traffic will get divided among 2 to 3 bidders with the ratio L1:L2:L3 i.e. 50:30:20 or L1:L2 i.e. 60:40	As per RFP. Only L1 bidder will be selected for entire for scope of work.
37	General			Is there any reverse auction or closed Bid	No.

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38	Bid Notice - Eligibility Criteria	Page no. 13 Point No. 4	The Bidder should have experience of a minimum of 5 years in the area of SMS Services meeting one of the following conditions during the last 5 years (upto date of publishing tender) in India :a. One similar completed work order having annual Contract value of Rs 19.34 Crs.b. Two similar completed Work orders having annual Contract value of Rs.12.09 Crs each.c. Three similar completed Work Orders having annual Contract value of Rs. 9.67 Crs each.Note:1. Multiple orders (of the continuous period) from the same client will be treated as a single work order	Please clarify LOA in this context.	LOA means Letter of Award/Purchase Order/Work Order/ LOI (Letter of Intent).
39	Bid Notice - Eligibility Criteria	Page no.14 Point No. 8	8. The bidder should have minimum CMMI Level 3 certification.	Can we get relaxation on CMMI Level 3 Certification? Since we are ISO 9001:2015, ISO 20000-1:2011, ISO 27001:2013 certified Company and same shall be submitted as part of this tender.	No change. As per RFP
40	Bid Notice - Eligibility Criteria	Page no.14 Point No. 9	9. The bidder's solution should be certified for security audit from a CERT-IN Empanelled Agency.	Can we get relaxation on CERT-IN Empanelled agency Certificate on the basis of consideration that we are ISO 9001:2015, ISO 20000-1:2011, ISO 27001:2013 certified Company.	No Change. As per RFP
41	Scope of Work	Page no.33 Point No. 2	ii. Voice bases SMS for Outbound Calling campaigns.	For OBD Services: Do you need API Integration or MSEDCL will provide Voice Note to Broadcast?	Bidder should record voice as per MSEDCL Scripts from professional voice artists and get it approved by MSEDCL.
42	General			Is MSEDCL under PSU / TRAI Exempted entity?	MSEDCL is state owned Electricity Distribution Company in the

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					<p>category of 'State Government Company and presently it is not TRAI exempted entity.</p> <p>MSEDCL is in process of applying for TRAI exemption. The bidder has to follow the TRAI Regulations.</p>
43	6.3 Detailed Scope (ii)	Page no.33Point No. ii	MSEDCL has several applications on various platforms such as .NET, Oracle, JAVA & SAP where SMS services are integrated. The bidder is required to integrate its SMS gateway with MSEDCL's existing AND any new application developed/commissioned during the contract period. All the SMS related integration will be the bidder's sole responsibility. Existing MSEDCL SMS templates for various MSEDCL applications should be used for integration purposes.	We shall provide the SMS API which would be integrated with MSEDCL's various source applications to consume. Integrating with the source application would be MSEDCL's responsibility. Please confirm if our understanding is correct.	Yes. SMS API will be integrated by MSEDCL Team in various source applications. Bidder has to provide Technical support, if required, for such integration.
44	6.3 Detailed Scope (Xiii)	Page no. 34 Point no. Xiii	Bidder should use the same APIs that are currently being used in the MSEDCL application. All the integration/API cost has to be borne by the Bidder.	MSEDCL's application shall consume the SMS API and all the necessary integration support shall be provided.	Yes. SMS API will be integrated by MSEDCL Team in various source applications. Bidder has to provide Technical support, if required, for such integration.
45	4. QUALIFYING REQUIREMENTS	Page no. 13 clause No 8	The bidder should have a minimum CMMI Level 3 certification.	Request to you kindly omit this requirement as we are adhering to other certifications along with valid ISO Certification, which shall suffice to the requirement.	No change. As per RFP