

Reply for Pre bid Queries				
Tender No		TPSODL/OT/2023-24/081		
Package Name		Rate Contract for Bulk SMS Solution for TPSODL		
Sr. No.	Detailed Reference to TPSODL Technical Document. Please specify Document No / Clause No / Page No	Description as per Bid Document	Remarks - Query / Clarification	TPSODL Response
1	2	3	4	5
1	1.7 Qualification Criteria	1.7.2 The bidder should have an experience for providing Bulk SMS Services for at least 3 years with any reputed Company / Discom in last Five years. Performance Certificate to be submitted in this regard.	Requesting this to be diluted so that new Bidder can participate	As per tender
2	6.0 Order of Preference/Contradiction	In case of contradiction in any part of various documents in tender, following shall prevail in order of preference: 1.Schedule of Items (Annexure I) 2. Post Award Contract Administration (Clause 7.0) 3. Submission of Bid Documents (Clause 3.0) 4. Scope of Work and SLA (Annexure II) 5.Acceptance Form for Participation in Reverse Auction (Annexure VI) 6.General Conditions of Contract (Annexure VII)	Considering nature of services Customer application form(CAF) shall be required for subscribing to the services, Hence we request that CAF shall form part of the Agreement, which shall prevail for regulatory matters and related compliances	As per tender
3	7.4 Warranty Period	Warranty shall be applicable for a period of minimum One year from the date of Installation of water Purifier.	Not applicable under current scope. Requesting removal	Agreed. Point will not be valid
4	10.0 Safety	10.0 Safety	Not applicable under current scope. Requesting removal	As per tender
5	ANNEXURE X TATA CODE OF CONDUCT	ANNEXURE X TATA CODE OF CONDUCT	We understand the most of provisions are applicable on the employees of the TATA , however this being an Tender and we being an Vendor /contractor we will abide will all provisions as per applicable laws relevant to our scope of services. We also have our own code of conduct which is similar to the Tata code and we confirm that we will abide by our code of conduct only.	As per tender
6	Additional	Documents to be executed by the Customer	Customer is required to sign subscribing documents required for regulatory and legal compliance and provide necessary documentation, if any applicable	Any statutory req to be followed

7	Additional	Limitation of Liability	Requesting customer to cap over liability of bidder to Annual charges received by Bidder under this RFP. Neither party shall be liable to the other under these terms for indirect, special, incidental, consequential, exemplary or punitive damages even if the parties are aware of such possibilities	As per tender
8	Section-1 Page 17	i) The expected count of SMS is 20 Crs per annum with each SMS having 160 characters (English/ Hindi & Odia).	When non English messages are being sent, they treated as unicode which is 70 character, hence per annum 20 Cr SMS will increase. Hence Jio is not going to treat hindi/Odia SMS as 160 Character rather same message in multilingual will be equal of 3 SMS.	Ok
9	Section-1 Page 17	The BA should at-least have capability to send 200,000 SMS in a span of 2 minutes	Yes, Jio has capability to take 1700 TPS to handle all traffic of Odisha. Query it is Peak of SMS capacity or Peak TPS is going to be different	Peak volume
10	Penalty Clauses: page 19	Minimum successful SMS delivery rate of 85% (i.e. delivered to SIM)	Jio, it must have exclusion for where user's handset is OFF, Handset out of network coverage, Handset not having SMS facility etc.	ok
11	Section-1 Page 17	The web-based application would have the functionality to send common / personalized /Bulk SMS to users/groups, as per the rules and schedules. Also, option for uploading excel sheet for sending SMSs should also be there.	Odisha Power to provide all the rules which are required to schedule the campaign to send the SMS	Will be provided in such cases
12	Section-1 Page 17	best available channels to satisfy the best performance objectives and ensure messages are delivered to the customer in any part of the world - 24x7x365 availability with access to all GSM networks nationally /internationally.	Jio want to know what is the international SMS traffic and which countries to be targeted. This list of country is required	All the consumer are local mobile suscribers and if a consumer visiting other countries the sms has to delivered .
13	ANNEXURE-II SCOPE OF WORK AND SERVICE LEVEL AGREEMENT / Page no -19	S.no 6. Penalty Clauses: 1. Minimum successful SMS delivery rate of 85% (i.e. delivered to SIM)	Please clarify :-Delivery Percentage for a month to be calculated by removing following failure reasons: DLT Failure, DND, Absent Subscriber, Mobile Switch off, Not in Network Area, Number does not exist.	ok
14	Annexure II SCOPE OF WORK AND SERVICE LEVEL AGREEMENT point no a	The BA should have Mobile messaging platform with a state-of-the-art framework that supports SMS, as well as WAP Push messaging. It should also support intelligent routing to deliver the messages through best available channels to satisfy the best performance objectives and ensure messages aredelivered to the customer in any part of the world - 24x7x365 availability with access to all GSM networks nationally / internationally	Define WAP Push messaging and the scope around it ?	WAP push messaging currently not required

15	Annexure II SCOPE OF WORK AND SERVICE LEVEL AGREEMENT point no c	Service provider to obtain necessary approvals for providing the facility from TRAI or other statute. DND compliance should be the responsibility of the service provider	TRAI has stopped providing the database for the DND numbers, so the filtration will not be possible. This should be handled by TPSODL	There is no third party vendor for sending promotional message to consumers.
16	Annexure II SCOPE OF WORK AND SERVICE LEVEL AGREEMENT point no j	The BA should have at-least have minimum 2 channel	Please elaborate "Minimum 2 Channels here"	Should have tied up with 2 network providers for sms service
17	Annexure II SCOPE OF WORK AND SERVICE LEVEL AGREEMENT point no b	The Service provider will be required to ensure that there is a outward/inward SMS are delivered to desired mobile numbers	Please Clarify whether our understanding is correct that the response for the specific keyword which is sent from the specific mobile no is what inward SMS is referring too.	There should be proper response against the sms request.
18	Annexure II SCOPE OF WORK AND SERVICE LEVEL AGREEMENT point no 6	BA should not take any approval of message content before sending from TRAI and TPSODL should be independent in sending the message to their internal employee or External customer.	In the current process all the SMS which is communicated should be DLT approved and should follow TRAI guidelines for sending communication to internal or external customers	ok
19	6. Penalty Clauses:	1. Minimum successful SMS delivery rate of 85% (i.e. delivered to SIM)	The following delivery cases will be excluded from the calculation of successful delivery rate - (a) Inbox Full, (b) International roaming (c) Mobile number blocking (d) Mobile switch off (e) Mobile out of Range (f) Duplicate message. We will share you the complete list of error codes with details for calculation of successful SMS delivery rate.	ok
20	General	Reporting of SMS Delivery	Please ask to submit the Operator verified report while submitting the invoice as per below clause. Operator report clause: We submit operator reports for our clients when we are routing through all 4 operators on a monthly basis. It is a simple process. TP Western Odisha Distribution Ltd, Indian overseas bank, WBSEDCL, Kerala electricity etc have all asked for operator reports to ensure clarity in delivery reports being submitted. As reporting panels are provided by aggregator themselves, occasionally there is a mismatch on higher side between actual deliveries and displayed deliveries. , which are negated by operator reports, so that customer like yourself only pays for the actual messages that were delivered. Other aggregators are also providing the same.	Required

21	1. Scope of Work:	c) Service provider to obtain necessary approvals for providing the facility from TRAI or other statute. DND compliance should be the responsibility of the Service provider. Also, to assist in all DLT/statutory registration process in case applicable to TPSODL as mandated from time to time as per Govt. guidelines.	Service provider to obtain necessary approvals for providing the facility from TRAI or other statute. DND compliance should be the responsibility of the Operator. Also, to assist in all DLT/statutory registration process in case applicable to TPWODL as mandated from time to time as per Govt. guidelines.	DND compliance should be the responsibility of the Operator
22	1. Scope of Work:	i) The expected count of SMS is 20 Crs per annum with each SMS having 160 characters (English/ Hindi & Odia).	The expected count of SMS is 20 cr.per annum with each SMS having 160 characters for English. In case of Hindi & Odia characters will be reduced tentatively to 67-70 character.	ok
23	Scope of Work:	a) The BA should have Mobile messaging platform with a state-of-the-art framework that supports SMS, as well as WAP Push messaging	Please provide more information on "WAP Push Messaging"	WAP push messaging not required now
24	Scope of Work:	c) Service provider to obtain necessary approvals for providing the facility from TRAI or other statute. DND compliance should be the responsibility of the Service provider. Also, to assist in all DLT/statutory registration process in case applicable to TPSODL as mandated from time to time as per Govt. guidelines.	The DLT/template registration shall be the responsibility of the TPSODL, however BA shall assist TPSODL in getting the necessary templates registered. The DND list is maintained at DLT level, thus any SMS submitted by TPSODL for processing shall be scrubbed in the DLT platform and if the user is found in DND then SMS will be dropped.	ok
25	Scope of Work:	e) The web-based application would have the functionality to send common / personalized /Bulk SMS to users/groups, as per the rules and schedules. Also, option for uploading excel sheet for sending SMSs should also be there.	Please elaborate on the statement "as per the rules" ideally TPSODL will consume SMS API from BA, thus the logic of triggering SMS remains with TPSODL system only	In addition to sending through SMS API. The BA should give an interface to send SMS with some filter criteria
26	Scope of Work:	h) BA should provide an application for sending SMS with different rules.	Please provide clarity on "different rules", what does this infer ?	The application interface should have facility to give a filter criteria in the interface
27	Scope of Work:	j) The BA should have at-least have 2 channels	Please elaborate "2 channels", as per our understanding the RFP is for SMS channel only.	BA should tie-up with two network providers
28	Scope of Work:	iv) Interactive Services: Enabling customers to make enquiry through SMS and get the answers in real time. Some examples are last bill, last payment detail or any OTP bases service etc.	Please elaborate on this requirement, does TPSODL wants a "Numeric sender" where user inbound SMS can be received , however this has not been mentioned in the Bill of quantities in the RFP document	Interance sms service