

Sl. No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
1	Scope of Work & Technical Requirement	<p>1. Scope of Work:</p> <p>1.3.2. SMS Logs portal</p> <p>• Data from the time of inception should be available in the portal</p>	It would be available in Active state for 2 months and rest in Archived state. hope this is fine.	Bidder has to comply with the Gem bid terms.
2	Scope of Work & Technical Requirement	<p>1. Scope of Work:</p> <p>1.3.8. The bidder should be able to provide a robust campaign manager to integrate interactive mobile marketing campaigns on short code or extended codes.</p>	please elaborate on the Interactive Mobile Marketing Campaign.	<p>The campaign manager should be capable of doing the below types of campaign like:</p> <ol style="list-style-type: none"> 1. One to many type of campaigns. 2. Many to many type of campaigns. 3. Template SMS campaigns. 4. Interactive campaigns where customer can respond to the SMS through VMN provided by the bidder. 5. Campaign wise reports should be available in the campaign manager etc.
3	Penalties/Liquidated Damages	<p>3. Penalty for fall in success Rate:</p> <p>Note: SMSs failed due to the below reasons will not be considered for failure rate calculation:</p> <ol style="list-style-type: none"> a. Invalid mobile number b. Inbox full c. Mobile number blacklisted d. DLT failure due to Bank reason 	We suggest keeping Mobile Switched off, Not reachable, Service Barred and Handset Issues also in this list as these are customer end errors.	Bidder has to comply with the Gem bid terms.



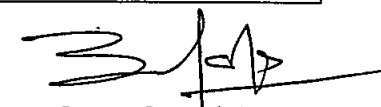
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4	Service Level Agreements (SLAs)	<p>1. Delivery of Service</p> <p>1.1. Bank shall provide the address and contact details for delivery of required Hardware/software & other items as mentioned in Technical Specifications (Details provided elsewhere in the document) while placing the purchase order. Delivery of all Hardware should be within 6 weeks from the date of acceptance of the Purchase Order. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post.</p> <p>1.2. Bidder should ensure to complete the installation, configuration, Integration, Implementation and commissioning of the proposed solution and also to complete all the works specified in the Scope of Work as per Bank requirement and deliver & implement all the features of the proposed Solution and made the project live in all aspects to the Bank within 9 weeks from the date of acceptance of Purchase Order.</p>	Request to change the HW delivery timelines to 24 weeks considering the global semi-conductor shortage and further 4 weeks of solution deployment	Bidder has to comply with the GeM bid terms.
5	Bid document	<p>Buyer Added Bid Specific Terms and Conditions</p> <p>1. Service & Support</p> <p>AVAILABILITY OF OFFICE OF SERVICE PROVIDER: An office of the Service Provider must be located in the state of Consignee. DOCUMENTARY EVIDENCE TO BE SUBMITTED.</p>	Since the SMS & IVR service are a cloud(web) based technology. We provide round the clock 24x7x365 days over phone and email. Currently we are operating from Delhi, Noida and Indore location, since we are a startup and boot strap company & it is not possible for us to open office across India & also we do not have office in Bangalore. Please clarify that can we participate in the said tender?	Bidder has to comply with the GeM bid terms.
6	Scope of Work & Technical Requirement	<p>1. Scope of Work:</p> <p>1.1. Hardware</p> <p>1.1.1. The bidder should be a telecom operator with in-house platform set up for SMS, voice service etc without any dependency on the third party.</p>	We are a Agregator. Can we participate in the said tender?	Bidder has to refer Criteria no.1 of Eligibility Criteria declaration under Annexure-1. Bidder has to comply with the GeM bid terms.



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7	ANNEXURE-1 Eligibility Criteria Declaration Criteria no. 5	<u>Eligibility Criteria:</u> The Bidder should have tie up/ arrangements with minimum 4 Telecom Network Operators including the bidder for handling domestic and minimum 2 Telecom Network Operators for international SMS. <u>Documents to be submitted:</u> The bidder has to provide the list of Telecom Network Operators along with certificate from Telecom Operators to this effect.	We are a Agregator & having tie up with multiple telecom service provider. Can we participate in the said tender? Please clarify about the clause no. 1.1.1 & 1.4.2.	Bidder has to refer Criteria no.1 of Eligibilty Criteria declartion under Annexure-1. Bidder has to comply with the GeM bid terms.

Place: Bengaluru

Date: 25-01-2022


Deputy General Manager
