Response of Queries of Tender Notice No: 244 for Delivery of SMS Solution and Services.

S.No.	Firm Name	Tender Clause	Clause No.	Clarification sought	RailTel's Remark
1	ACL Mobile Limited	The Bidder should have executed bulk SMS solutions /projects of value of Rs. 10 lakhs per annum, in any telecom providers / DTH providers. The solution offered should be currently running successfully in at least two organizations.	1 (eligibility criterio no: 4)	Please clarify regarding which type of execution RCIL needed.	The para is clear.
		The bidder should provide USSD services to the RAILTEL compatible with all telecom operators who are extending USSD services. In case any operator has not enabled the USSD service, necessary document stating the same from concerned operator should be provided. However it will be the responsibility of the bidder to enable USSD services across all operators within 3 months of date of purchase order . USSD will be accessed using code like *88# and after calling this code, it will be interactive through USSD for performing different operations.	2 (para iv)	We need letter from your side which will submitted to all operator as few operator currently enabled USSD for enterprise business. Request to share commercial sheet as there is no option mentioned in commercial bid to mention costing for that.	Please refere corrigendum document.
		The codes once allocated to RAILTEL for accessing Pull Service (long code/short code/VMN) and USSD Service will be property of the RAILTEL. In case of expiry of contract or termination of the contract due to any reason, the bidder has to surrender these codes to the RAILTEL.	3 (technical specificaton clause no:9)	Nil	Please refere corrigendum document.
		Penalty Clause	15 (Payment & Penalty)	Very High, there are various external factors due to which sms delivery affects. Mobile Msb box full, network absent, roaming etc. Kindly reduce penalty rate so you will get good service provider.	Please refere corrigendum document.
		In case the bidder fails to implement USSD services across all telecom operators within 3 months from date of order, a penalty of 0.5% per day subject to a maximum of 10% of the monthly bill of respective month will be charged. If there will be delay in providing USSD Services across all Telecom Operators within a total of 6 months (including the original stipulated time of 3 months) from the date of order RAILTEL may invoke performance bank guarantee.	15.2	Kindly increase time period for getting USSD open to all operators	Please refere corrigendum document.
	Gupshup	Delivery of SMS alerts should be ensured to all National/International locations without any exception.	1 (eligibility criterio no: 11)	Non-delivery and delivery time depends upon various factors. Non-Delivery and late delivery of SMS may have following reasons which are beyond our control. I. User Cell phone Switched Off II. Not Reachable III. Memory Capacity exceeded IV. Barring by operator V. Invalid Number VI. Absent Subscriber VII. Mobile Equipment Error VIII. Network Error 1. After repeated retry by operator and our system which may be 10 minutes to 02Hrs. or more, we came to know the reason of non-delivery. 2. We can assure submission to operator of 100% messages within 10 Seconds. 3. Reason of failure can be shared to RAILTEL We request you to remove word "ensured" from the phrase. For ensuring better services, SLA mentioned in tender is enough.	Please refere corrigendum document.
		Letter of Authority on bidder's letter head from Authorized Signatory of the company to sign and submit the bid, along with the Board Resolution.	5.1 Technical Bid (Part 1) para 3	Request you to consider power of attorney, instead of Board Resolution. Since Directors may be in different locations and it will be difficult to arrange board resolution for tender signing.	No Change

2	Gupshup Technology India Private Limited	In case the bidder fails to implement USSD services across all telecom operators within 3 months from date of order, a penalty of 0.5% per day subject to a maximum of 10% of the monthly bill of respective month will be charged. If there will be delay in providing USSD Services across all Telecom Operators within a total of 6 months (including the original stipulated time of 3 months) from the date of order RAILTEL may invoke performance bank guarantee.	15.2	Please confirm if this clause will be not applicable in case operator denies to process request of USSD code integration on their platform due to technical problems.We have observed that operators are not have understanding among them for USSD operation as in case of short codes. This leads to ambiguities while processing USSD code integration request. Although RAILTEL is a government body and can help us in processes but we are not confirm smooth processing of integration request across operators.	Please refere corrigendum document.
		The codes once allocated to RAILTEL for accessing Pull Service (longcode/short code/VMN) and USSD Service will be property of the RAILTEL. In case of expiry of contract or termination of the contract due to any reason, the bidder has to surrender these codes to the RAILTEL.	Annexure D, Para 9	1. Long Code/Short Code/VMN/USSD have inbuilt one time procurement cost. Request you to include One-time procurement Cost for these in commercial Bid format. 2. Long Code/Short Code/VMN/USSD also attracts monthly rentals. Request you to include Monthly Rental column for the same in Commercial Bid format. We request you to change the clause and suggest procuring these items direct in the name of RAILTEL. Fixed cost item invoices will be in the name of RAILTEL and recurring cost per month for pull SMS can be quoted by vendor in the commercial bid. This way these codes will be owned by RAILTEL and whenever vendor agreement expires the same can be integrated without any hassle on new vendor's platform. Suggested model is in practice with CRIS, one of the railway ministry enterprises.	Please refere corrigendum document.
3	Bharti Airtel Limited	ELIGIBILITY CRITERIA :- No consortium is allowed and Bidder should not be ISP.	13	No ISP?	No Change
		Bidder should have direct tie up/arrangements with minimum two telecom service providers/operators for within India services and minimum one for international operation	5	Tieup?	No Change
		The Bidder should have DR capability to send alerts from at least two geographical locations for ensuring business continuity. Bidder to provide address of locations from where SMS alerts can be sent.	6	From two geographic locations?	No Change
		Bidder should have a capability to handle at least 30 lacs Real Time SMS alerts per day.	7	can it be increased?	No Change
		The bidder should be registered telemarketer as per TRAI guidelines or have the arrangement to deliver SMS through any registered telemarketers only.	10	Registered Telemarketer ?	No Change
		Delivery of SMS alerts should be ensured to all National/International locations without any exception.	11	what all international locations?	No Change
		Delivery time for Priority 1 is 40 seconds.	Scope of Work		No Change
		The solution offered should provide Push, Pull and USSD based SMS alert services to the RAILTEL. For providing these services the offered solution should be seamlessly integrated with RailWire ,Wi-Fi & RailWire customers support. The integration cost, wherever applicable, will be borne by the bidder.	point 8	integration cost to be borne by bidder?	Please refere corrigendum document.
		RAILTEL is providing USSD based interactive services to its customers. Bidder will be required to provide code like *88# for accessing USSD Services offered by the RAILTEL, without any cost. After calling this code, it will be interactive for performing different operations.	point 7	USSD solution and code with out any cost?	Please refere corrigendum document.
		The solution offered should provide secure encrypted connection for delivery of outgoing/incoming alerts with guaranteed delivery	point 16		No Change

		The bidder should have tie up/arrangements with multiple telecom service providers for delivery of outgoing/incoming SMS Alerts for RAILTEL's PUSH and PULL service to/from national mobile subscribers (subscribers of telecom operators like BSNL, MTNL, Reliance, Airtel, Vodafone, Idea, Tata Indicom, Aircel etc.) and international mobile subscribers as well.	point 18		No Change
		Multilingual messaging support in all Indian languages	point 24	All Indian Languages?	No Change
		Bidder to maintain the data with regard to SMSs sent for at least 1 Year. The data maintained should have the following minimum fields: a. Mobile Number/MSISDN b. Complete Message text c. Message Category d. Bearer (GSM/CDMA) Operator Circle e. National/International Sender Name/ID f. Date/time of SMS received at the gateway g. Date/time of SMS send to the operator h. Date/time of SMS delivered to the end subscriber i. Final Status of the SMS j. Status descriptionBidder should retrieve and provide the	point 31	Data of 1 year to be maintained ??	No Change
		For promotional SMSs, solution should provide features including but not limited to below, in addition to other features specified in the RFP:	point 39	Promotional??	No Change
4	Mgage India Pvt Ltd.	The bidder should have a Support/representative office in Delhi/NCR, Bangalore & Hyderabad to provide onsite support immediately on call.	1.Eligibility Criteria No.12	We have our support offices in Delhi, Bangalore, Chennai and Mumbai. We are supporting all our Hyderabad customers via Chennai or Bangalore. Our support works 24x7x365 over phone and email and depending upon the technical issue, we arrange for resources to visit onsite for resolution.If we win the tender we will setup a support office there	No Change
		The bidder should provide USSD services to the RAILTEL compatible with all telecom operators who are extending USSD services. In case any operator has not enabled the USSD service, necessary document stating the same from concerned operator should be provided. However it will be the responsibility of the bidder to enable USSD services across all operators within 3 months of date of purchase order . USSD will be accessed using code like *88# and after calling this code, it will be interactive through USSD for performing different operations.	2.Scope Of Work Point 4	Operators currently do not extend USSD services to enterprises and the channel is not reliable as of now. Moreover integration of USSD services is a long process and commercially extensive.Please furnish complete scope of work for the same. Also, the commercial bid does not cover USSD implementation and recurring costs.The same query is applicable to all points mentioning USSD Capabilities throughout the tender document.	Please refere corrigendum document.
		The codes once allocated to RAILTEL for accessing Pull Service (long code/short code/VMN) and USSD Service will be property of the RAILTEL. In case of expiry of contract or termination of the contract due to any reason, the bidder has to surrender these codes to the RAILTEL.	3.Technical Specification Ponit 9	We can/would only surrender VMN/Long code. This term and condition will not be applicable on Short code.	No Change
		The SMS sent by the RAILTEL will have to be delivered within the stipulated timelines. Failure to comply with the time frames for delivery of the messages pushed by the RAILTEL shall attract penalty.	15.Payment & Penalty	The penalty should not be applicable to failure accounted to users e.g. Handset switched off, Network unavailable, invalid no, roaming, etc.The penalty mentioned is extremely high, please consider to revise the same in tune with current industry standards.	Please refere corrigendum document.

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