

Sr. No.	Firm/Contact person	Page #	Point / Section #	Clarification point as stated in the tender document	Comment/Suggestion/ Deviation	Response
1	DGSPICE piyush.agrawal@digispice.com		General		Contract should be awarded to multi-vendor in view to mitigate risk & to have competitiveness among supplier	No consortium is allowed and Bidder should not be ISP
2			General		Kindly share approx Volume of PULL/PUSH SMS per Month	22 Lacs per month
3	Vidhi Kanadia vidhi@vivaconnect.co hiren@vivaconnect.co	14	4	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. Bidder has to submit copy of latest Purchase orders.	We have executed projects of more than Rs. 10,00,000/- for BFSI clients and can submit PO and invoice copies of the same. Let us know if this will be considered.	Banking, financial services and insurance (BFSI) PO'S can be considered.
4		15	8	The Bidder should be able to allocate a minimum throughput 500 SMS/sec to RAILTEL. Certificates to this effect from the Telecom operator(s) should be submitted with whom bidder has the tie up to deliver SMS Alerts.	We can submit undertaking on our company letterhead but it is difficult to arrange declaration from Telco. So request you to waive off this clause.	not accepted
5		15	12	The bidder should have a Support/representative office in Delhi/NCR,Bangalore & Hyderabad to provide onsite support immediately on call.	We do not have office/representative in Hyderabad and Bangalore. But we have support centre in Mumbai which offers 24*7*365 days support on call. Let us know if this would be acceptable	May be consider