SN.	Section	Page No.	Clause No.	Clause	Query	RailTel Response
				Queries of Bidders on SMS EOI: RailTel/EOI/CO/Mktg/2023-24/SMPP Messaging Services/09 dtd 01.12.2023 for "EMPANELMENT OF PARTNERS FOR DELIVERY OF SMPP SHORT CODE MESSAGING SERVICES"		
				1. Reliance Jio Infocomm Limited		
1	3.2 ELIGIBILITY CRITERIA	8	3.2.4	Bidder should have a capability to handle at least 1000 millions volume per day on Real Time basis through the provided SMPP bind.	Kindly change to clause to make the requirement as realistic. Suggested Clause is : "Bidder should have a capability to handle at least **10 millions** volume per day on Real Time basis through the provided SMPP bind."	Please refer Corrigendum-III
2	3.2 ELIGIBILITY CRITERIA	8	3.2.4	Bidder to submit GST invoice (supported by GSTR-1) during in last three FY 2020-21, 2021-22, 2022-23 by respective clients along with copy of PO. Invoices raised should clearly mention the volume of Real-Time SMPP shortcode messaging services for establishing the capability to handle atleast 1000 millions Real-Time SMS per day for transactions	Kindly change the clause to allow us to participate. Please ask only Purchase Orders, as getting invoices is difficult. Suggested Clause is: "Bidder to submit **Purchase Order issued by client."**	Please refer Corrigendum-III
				2. Vodafone Idea Limited		
3	Railtel_SMS_EOI	9	10	Bidder should have a positive net worth as on 31.03.2023.	Vi is not net worth positive organization in last three years, hence request to please change this eligibility criteria this to EBITDA positive organization.	Please refer Corrigendum-III
4	Railtel_SMS_EOI	5	1	Bidders has to quote the Price per SMS under various category in SOR below estimated rate of 6.7 paisa excl. taxes per SMS.	Interconnect usages charges (IUC) itself is 7 paisa per SMS hence given thrashold for bidder to quote below 6.7 paisa is not commercially vaible for any operator. Request to please keep the thrashold above 10 paisa per SMS.	Please refer Corrigendum-III
5	Railtel_SMS_EOI	5	4	In case of any upward escalation in prices as per TRAI/Govt./Govt. Agencies guidelines, which are more than 10% of the final accepted price, RAILTEL may invite successful bidder for negotiations. Bidder has to provide certificate from TRAI/Govt./Govt. Agencies clearly indicating the revised rates for SMPP alert services (Transactional/ Promotional). The certificate should also mention that the new rates are applicable to RAILTEL and are uniformly charged by service providers.	Any upward excalation of prices as per TRAI/Govt direction irrespective of percentage of change will be additionally charged.	Any upward/Downward escalation of prices as per TRAI/Govt notification shall be considered.
6	Railtel_SMS_EOI	10	3.5.3	RAILTEL will only finalized bidder on the basis of per SMPP shortcode messaging services cost of each of the items as mentioned in SOR. RailTel will select the bidder on the basis of technical evaluation and L1 cost, however RailTel reserves the right to onboard more bidders provided they match the cost of L1.	If Railtel decides to onboard more bidders, and L2 & L3 are ready to match the L1 price then what method would be applied for order distribution amongst all.	The middle ware application shall distribute traffic among one or more than one bidder basis quality of service (QoS) and service level aggrement metrix algorithim to manage customer experience and service delivery.

7	Railtel_SMS_EOI	7	3.1	The Number of SMS / Volume of SMS ordered by RAILTEL to successful bidder may vary from time to time over the period of the contract.	In order to provide a best price per SMS to RAILTEL, we would need a minimum commitment of monthly SMS volume.	The traffic shall be distributed among empanelled bidder or more than one bidder from RAILTEL internal and associated clients. It will grow significantly month on month basis. Hence, any static number commitment has no significance.
8	Railtel_SMS_EOI	7	3.1	The SMPP Services should cover both the Services (i.e. NLDO/ILDO) where NLDO means message which is originated in India and terminated in India, and ILDO means message which is originated outside India and terminated in India and vice versa.	Since Vi doesn't provide the ILDO services, hence request to please allow bidders to participate for NLDO or ILDO only or both services based on their capability. Accordingly L1 evaluation should be done.	Please refer Corrigendum-III
9	Railtel_SMS_EOI	19	4.1	The solution offered should provide Push and pull-based SMPP Services to the RAILTEL. For providing these services the offered solution should integrate with existing platforms deployed at RAILTEL. The integration cost, wherever applicable, will be borne by the bidder.	What kind of server Railtel is having and what type of API integration is needed , Please elaborate	RAILTEL is having its own SMS platform , where in SMPP protocol shall be used to interface with bidder and our client shall avail various application interface basis on their business needs.
10	Railtel_SMS_EOI	19	4.5	The code (long code/shortcode/VMN) allotted to RAILTEL for Pull SMPP service should be easily memorable and accessible to RAILTEL customers, through all the telecom operators across the India on 24X7X365 basis. It will be the responsibility of the bidder to enable the codes across all telecom operators like BSNL, MTNL, Reliance, Airtel, Vodafone etc.	Shortcode is allotted by DOT for end user however long code and VMN can be provide by operator.	Point is Noted.
11	Railtel_SMS_EOI	19	4.6	RAILTEL will share its application URL on which t h e bidder/service provider will be required to forward all incoming queries. RAILTEL will share the desired format of pull SMPP's with Bidder.	Please elaborate on this	For Pull messaging(incoming SMS), RailTel shall provide requisite API format.
12	Railtel_SMS_EOI	19	4.10	Availability of Push and Pull services and delivery of alerts to be made on 24*7*365 basis.	What kind of alert and in which format it is required.	DLR Alerts should be sent in real time basis on 24*7*365 Basis
13	Railtel_SMS_EOI	20	4.15	Sender ID allotted should be unique for our RAILTEL and the same should not be used by other entity across the globe, other than RAILTEL.	Sender ID will be Railtel responsibility	Being operator and DLT complaince owner, RailTel and its client assests & data should be safe and secure.
14	Railtel_SMS_EOI	21	4.33	DLT and content template approval and processing compliance will be responsibility of the bidder/service provider.	DLT Approval will be Raitel responsibility	RailTel shall initiate template and DLT approval however the bidder shall be responsible for processing the same within defined time.
3. Bharti Airtel Limited						
15	3.2 ELIGIBILITY CRITERIA	8	3.2.4	Bidder should have a capability to handle at least 1000 millions volume per day on Real Time basis through the provided SMPP bind. **Supporting Document:** Bidder to submit GST invoice (supported by GSTR-1) during in last three FY 202021, 2021-22, 2022-23 by respective clients along with copy of PO. Invoices raised should clearly mention the volume of Real-Time SMPP shortcode messaging services for establishing the capability to handle atleast 1000 millions. Real-Time SMS per day for transactions.	Bidder should have a capability to handle at least 100 millions volume per day on Real Time basis through the provided SMPP bind.	Please refer Corrigendum-III