

Request for Proposal For Selection of Vendor for SMS Service  
Tender Ref No: OICL/HO/ITD/SMS/2017/05 Dated 23rd March 2017

Sr. No.	Page#	Point/ Section#	Existing Clause	Query Sought	OICL Remarks
1	15	Scope for SMS Services : XI	Dynamic (numeric as well as alphanumeric) sender Ids should be supported for SMSs.	As per TRAI, Transactional SMS gets deliver with 6 character Alpha sender and Promotional messages with 6 digits ( numeric). Alpha numeric sender are not supported. Please clarify the requirement	Bidder is required to provide Sender IDs for SMSs in compliance with TRAI Regulatory Guidelines and Guidelines issued by GOI/other regulatory body.
2	15	xi/2.1 Scope for SMS Services	Dynamic (numeric as well as alphanumeric) sender Ids should be supported for SMSs.	Does OICL has approval from TRAI to use Alpha numeric Sender Ids	Bidder is required to provide Sender IDs for SMSs in compliance with TRAI Regulatory Guidelines and Guidelines issued by GOI/other regulatory body.
3	15	Scope for SMS Services : xvii.	The customers should receive welcome SMS upon successful registration for OICL SMS alerts.	OICL has requested for API. All trnansactional SMS will be sent through API request. Any specific reason to put this SMS content in Scope for service	OICL will provide the content of the Transactional SMS along with the Phone Number to be sent , Bidder needs to ensure SLA Compliance and Compliance to all in Scope Activities
4	16	Scope for SMS Services : xx.	Solution needs to be rule based which can be changed without any down time	API can be called through URL/ IP. We shall share our DR IPs as well. Shifting of traffic can be automated based on API response from primary site and this will be done as per application logic of OICL. Need more clarification in this point .	Bidder will be responsible to shift the Traffic from Bidder's DC to DR in compliance with the scope and SLA of the RFP
5	17	Scope for SMS Services : xxviii.	Should be scalable to add multiple providers / connections and also provide interface to monitor the performance.	Need more clarification. If OICL. Is looking for application / software from bidder.	OICL Requires the interface in the SMS Solution of the bidder for OICL Staffs to monitor the Status , perfprnace, SLA Compliance and for generation of Report etc.
6	40	Penalty	l) In Case of invalid phone numbers given by OICL, the penalty is not applicable. However, the list of invalid phone numbers must be shared to OICL every month, with the date of attempting the SMS.	Only Invalid Number are excluded from penalty however there are other failure which are related device or user network example : Device memory full, handset switchoff, Device issue, Number barred for SMS due to non payment of bills etc. These reason should be excluded from penalty as already payment is not being done for this.	Payment will be made on quarterly basis depending upon actual number of messages delivered

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7	40-41	Penalties for Delay in Delivery of Push-Type SMS Alerts	Any SMS not delivered due to any technical fault / failure on part of the bidder. : 100%	Need clarification. In other point it is already mentioned that payment will not be done failed messages and most of the failure reasons are mentioned in above point	Payment will be made on quarterly basis depending upon actual number of messages delivered
8	40-41	Penalties for Delay in Delivery of Push-Type SMS Alerts	Priority 1 SMSs delivered after 30 seconds but before 2 minutes 25% Priority 1 SMSs delivered after 2 minutes 100% Priority 2 SMSs delivered after 4 minutes but before 6 minutes 25% Priority 2 SMSs delivered after 6 minutes 100% Priority 3 SMSs delivered after 2 hours but before 6 hours (excluding no-promotion period between 9 PM to 9 AM) 25% Priority 3 SMSs delivered after 6 hours (excluding no-promotion period between 9 PM to 9 AM) 100%	Penalty should only be there for conditions on which bidder has control. Hence, penalty should only be there for messages which bidder couldn't submit in time to the operator. The actual latency can happen due to operator or most likely be due to non-availability of mobile device as he/she may be in basement, in flight, out of battery, low memory space to receive more messages etc. So, in these cases, bidder or operator can't do anything to deliver messages within that time.	as per the RFP
9	Page No. 16	Clause No. 2.1 xvi	The Bidder will not change the content of the message, the originating party addresses or the destination party address unless otherwise agreed by both parties.	The obligation with regards to the content of the SMS shall be the responsibility of OICL and this must be incorporated in the RFP	As per the RFP

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10	Page No. 26	Clause No. 4.15	Termination for Default	Please incorporate that the right of termination shall also be available to bidder in case OICL breaches any of the terms of RFP such as in case of regulatory breach or late payments.	As per the RFP
11	Page No. 28	Clause No. 4.22	The prices quoted (as mentioned in Appendix 2 - Bill of Materials submitted by the Bidder) for the solution and services shall be firm throughout the period of contract and shall not be subject to any escalation.	In case of any change in rates of taxation or increase in rates of SMS due to TRAI Regulations or Agreements with Network Operators, the rates may be revised. Price escalation clause in this regard must be incorporated in the RFP.	as per the RFP
12	Page No. 28	Clause No. 4.23	The Bidder shall be entirely responsible for all taxes, duties, license fees, and demurrage charges etc., incurred until delivery of the contracted goods & services to OICL. However, Octroi / local levies (if any), in respect of transaction between OICL and Bidder, will be reimbursed by OICL, on submission of proof of actual transaction. If there is any increase/decrease in taxes/ duties due to any reason whatsoever, after Notification of Award, the same shall be passed on to OICL.	Bidder shall only be liable to pay Direct Taxes. All indirect taxes such as Service Tax/GST or any other related Cess/levies shall be borne by OICL. This must be incorporated.	As per the RFP Appendix -2 Bill of Material the Tax Clause is as mentioned below " iii <b>*One Time Implementation</b> Cost will be inclusive of all the taxes, duties, license fees, and demurrage charges etc., incurred until delivery of the services to OICL. However, Octroi / local levies (if any), in respect of transaction between OICL and bidder, will be reimbursed by OICL, on submission of proof of actual transaction. If there is any reduction in duties due to any reason whatsoever, after Notification of Award, the same shall be passed on to OICL. iv <b>**SMS Alert Services ATS Cost, SMS Alert Services – Additional Customization Cost, SMS Charges and Code Rent Charges</b> exclusive of all the taxes "

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13	Page No. 60	Appendix-10.1, Point No. 36	DND compliance will be the responsibility of the Bidder/Service provider.	In case of transactional Messages, we do not scrub the data with DND database and the messages are also sent to those persons who have registered themselves in the NDNCR/NCPR. Please incorporate it in the RFP that the DND obligation in case of transactional SMS shall be of OICL.	Bidder should be responsible for Compliance to all TRAI and other regulatory Guidelines , OICL if required may assist the bidder in mitigating the issue however the responsibility of resolving the issue lies with the Bidder
14	15	i/2.1 -Scope for SMS Services	The Bulk SMS Services should cover the facility like Push Service and Pull SMS using long code/short code	Does OICL needs Longcode & shortcode dedicatedly or on shared keyword basis.	OICL intially will be using the shared code on keyword basis functionality, however during the contract period OICL may opt for dedicated short code or long code facility
15	15	vi/2.1 -Scope for SMS Services	The bidder shall be responsible for delivery of real time SMS alerts on 24*7, 365 basis as per the requirement of OICL and as mentioned under point number 2 above	Definition of SMS alerts needs to be clarified, If SMS alert is required on web panel as a delivery report or it would be on other devices/Email	The bidder shall be responsible for providing the delivery report/acknowledgement report of all SMSs

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16	21	1/3.1.9	Payment will be made on quarterly basis against confirmation of reports made available to OICL and will be segregated into following categories.	Need clarification in payment terms, will SMS charges would be paid monthly or quarterly	All Payment Will be made Querterly in arrears
17	13	1.6 (Point 1)	Bidder should be a registered company in India under Companies Act 1956. Bidder should be in operation in India for minimum of five years.  Copy of the Certificate of Incorporation and Certificate of Commencement of Business to be submitted	Request to consider only submission of Certificate of Incorporation as a proof.	As per the RFP
18	13	1.6 (Point 2)	The Bidder should have had a minimum turnover of Rs.25 crores in each of the fast three financial years (2013-2014, 2014-2015, and 2015-2016). This must be the individual company turnover and not of any group of companies.	Request you to amend the clause by keepingthe criteria as Rs.20 crores in each of the last three financial years	As per the RFP
19	13	2 - Scope of Work		ISO 9001 27001 should be included	As per the RFP

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20	56	Appendix -1 , Point No . 6	The codes once allocated to OICL for accessing Pull Service (long code/short code) will be property of OICL. In case of expiry of contract or termination of the contract due to any reason, the bidder has to surrender these codes to the OICL	Please elaborate	This point applies to dedicated Short Code or Long Code purchased by OICL during the contract period
21	57	Appendix -1 , Point No . 13	Sender ID allotted should be unique for OICL and the same should not be used by other entity across the world other than OICL	It will not be same at our part but we cannot be responsible for open market'	Sender ID allotted should be unique for OICL and the same should not be allotted by the Bidder to any other entity across the world other than OICL