

## Annexure A

### Pre-Bid Queries Responses

Sr.	Page No.	Statement as per Tender	Query by Bidder	MSEDCL's Response
1	10	4. However, MSEDCL reserves the right to split the scope in any number of contracts/bidders.	How will MSEDCL split the volume? Will the buyer integrate different APIs of the bidders to split the traffic	The selection of the bidder will be as per 5.2 Overview of Bidding Process. However, MSEDCL reserves the right to split the scope in any number of contracts/bidders. If the scope is split, MSEDCL will use bidder wise APIs per application.
2	11	iii. Support for Marathi Templates.	Unicode templates are not validated. We give an open template account for supporting regional text. Pls explain this functionality in detail.	Bidder should provide solution as per tender requirements.
3	11	vi. Bidder should have experience/competency in.NET, Oracle, JAVA & SAP platforms.	Will MSEDCL consume bidder API to integrate sms in the said systems? Pls explain the requirement if the Integration is not via API.	i) Yes. ii) Integration is to be done via API provided by bidder.
4	11	a. Capability to handle images via pull MMS	This is not a supported feature by operators. We can help integrate this feature on WhatsApp but the commercials and scope of work for this functionality will be outside the scope of this RFP. Pls include the scope of work and commercials for this feature in the RFP if this needs to be achieved.	Please refer revised tender/corrigendum.
5	11	b. WhatsApp/Social Media Integration capability. Presently this requirement will be optional. However if technology changes and legally permitted, then it should be made available.	The scope of work and commercials of this RFP doesn't cover WhatsApp. Pls include the same for us to comply to this. If taken in the future, commercials for the same should be discussed and agreed upon between MSEDCL and selected bidder.	Present RFP is for SMS only. However, Bidder must possess WhatsApp/Social Media Integration capability.

Sr.	Page No.	Statement as per Tender	Query by Bidder	MSEDCL's Response
6	29	<p>ii. MSEDCL has several applications on various platforms such as .NET, Oracle, JAVA &amp; SAP where SMS services are integrated. The bidder may be required to integrate its SMS gateway with MSEDCL's existing AND any new application developed/commissioned during the contract period. All the SMS related integration will be bidder's sole responsibility. Existing MSEDCL SMS templates for various MSEDCL applications should be used for integration purpose. All the infrastructure including hardware, software, interfaces, adapters required for the integration should be provided by the bidder free of cost. Bidder shall work in consultation with MSEDCL's existing vendors for SMS integration with third party software used at MSEDCL.</p>	Does MSEDCL require an API or a Middleware for integration?	<p>Whatever IT infra (API, software and/or hardware) is required for sending SMS to consumers is in bidder's scope.</p>
7	29	<p>ii. MSEDCL has several applications on various platforms such as .NET, Oracle, JAVA &amp; SAP where SMS services are integrated. The bidder may be required to integrate its SMS gateway with MSEDCL's existing AND any new application developed/commissioned during the contract period. All the SMS related integration will be bidder's sole responsibility. Existing MSEDCL SMS templates for various MSEDCL applications should be used for integration purpose. All the infrastructure including hardware, software,</p>	<p>It is mentioned that the bidder needs to provide the infrastructure free of cost, please explain is the bidder expected to install any middleware at MSEDCL? Is the integration expected to be on API? If middleware is required, will MSEDCL provide the Datacenter racks to install the hardware, software at MSEDCL premises? Also, will MSEDCL provide the network hardware, internet bandwidth for the middleware to connect over internet to the bidder platform.</p>	<p>Middleware not required. Bidder has to ensure API integration with MSEDCL applications.</p> <p>Please refer revise tender/corrigendum.</p>

Sr.	Page No.	Statement as per Tender	Query by Bidder	MSEDCL's Response
		interfaces, adapters required for the integration should be provided by the bidder free of cost. Bidder shall work in consultation with MSEDCL's existing vendors for SMS integration with third party software used at MSEDCL.		
8	29	iv. It is bidder's responsibility to complete all the statutory /regulatory compliances and any liaising requirements.	Apart from the TRAI regulations, what other regulations is MSEDCL referring to here?	Bidder should comply to all the current and future statutory /regulatory requirements in respect of SMS services.
9	29	vii. Any message sent to the MSEDCL consumer, shall be as per approved template only.	Templates can be created for English text messages. For Unicode, only open template accounts are supported.	Solution has to be provided as per tender requirements.
10	29	x. The SMS / MMS solution should support Images.	SMS cannot support Images. Also operators do not support MMS features. For any image sending / receiving requirement, we can use WhatsApp. However, we need a detailed scope of work as well as include commercials for the same.	As per revised tender/corrigendum. However, bidder shall have capability of WhatsApp/social media integration.
11	29	xi. The SMS solution must have capability of WhatsApp /social media integration (if required by MSEDCL). No separate charges will be paid to the Bidder for WhatsApp/ Social Media Integration.	The commercials for WhatsApp Capability is very different from SMS. WhatsApp cannot be covered free if cost / on SMS commercials. Pls revise this statement.	No Change. As per tender. Commercials for WhatsApp are not part this tender.
12	30	xiv. The SMS solution should support Marathi Language template support.	Templates can be created for English text messages. For Unicode, only open template accounts are supported.	To be supported as required by the tender clause.
13	30	xviii. Provide facility to create new template on portal itself.	Please explain this requirement further	Bidder is supposed to provide a portal where SMS template can be created for testing/approval purpose.
14	44	Total SMS charges will be paid QUARTERLY (not before the completion of the quarter) and on submission of proper Bills	Please consider revising the payment schedule to Monthly as we pay Monthly bills to operators.	No Change. As per tender terms.

Sr.	Page No.	Statement as per Tender	Query by Bidder	MSEDCL's Response
		with SMS delivery reports/logs.		
15	26	1. The Bidder shall provide to the Owner (MSEDCL) within Fifteen (15) days of issue of Letter of Intent/Award, the contract performance guarantee for the sum of 10% (ten percent) of the Contract Price for due performance of contract. This Contract Performance Security shall be valid till the expiry of 180 days after the end of Support period of the works covered under the contract.	The TCO for 3 years is very high and the Contract Security comes to the tune of 3 Crores+. Please consider revising this amount to 5% of the TCO.	Initially LOA will placed for 1 year and same will be renewed every based on satisfactory performance of previous year. Bidder has to submit Performance bank guarantee for 10% of the LOA value. Please refer revised tender/ corrigendum.
16	26	1. The Bidder shall provide to the Owner (MSEDCL) within Fifteen (15) days of issue of Letter of Intent/Award, the contract performance guarantee for the sum of 10% (ten percent) of the Contract Price for due performance of contract. This Contract Performance Security shall be valid till the expiry of 180 days after the end of Support period of the works covered under the contract.	If the Owner decides to split the Contract between multiple bidders, will the Contract security be aligned to the proportion of the Traffic split between the bidders.	As per revised tender clause for Performance Bank Guarantee.
17	25	4. All charges for preparing the contract documents including legal fee, stamp fee etc. shall be borne by the successful Bidder. The contract shall be signed in two original, one to be retained by the owner and one by the bidder.	Does the bidder have to pay the stamp duty fees?	Yes, Bidder will have to pay stamp duty fees for contract preparation as per the Maharashtra Stamp Duty Act.
18		General Query	Contract should be awarded to multi-vendor ( i.e. L1 and L2 based) in view to mitigate risk &	Will be as per tender terms & conditions.

Sr.	Page No.	Statement as per Tender	Query by Bidder	MSEDCL's Response
			to have competitiveness among supplier	
19		General Query	Since there is no waiver of EMD (Rs. 22,36,572/-), request you to revise the submission deadline to 29 <sup>th</sup> July 2019, for us to arrange for the same.	Please refer dates given on e-Tender Portal.
20		General Query	MSEDCL can have contract validity of 6 months, which can renewed on a mutually agreed basis. This will ensure that bidders get reasonable relaxation in terms of submitting Performance Bank Guarantee.	No Change. Contract validity will be as mentioned in tender.
21		Payment Terms	Payment terms should be revised to 'monthly basis' as quarterly payment will affect our business terms with telecom operators.	No Change. Payment terms will be as mentioned in tender.
22		EMD Exemption	Going by the tender details published on your website, there is EMD to be paid, by way of BG, amounting Rs. 22,36,572/-.We would like to inform you that we have won SMS tenders of South Bihar Power Distribution Company Limited, North Bihar Power Distribution Company Limited (their approximate volume of these clients is 3 crores SMS/month)and TATA Power Mumbai. Would be great if we can have you also as a client, in the utility segment.Our company is registered with MSME and NSIC, so request you to provide waiver in EMD submission	You are requested to submit the details of your MSME & NSIC mentioning exemption for SMS services. If you are eligible for waiver of EMD , same will be informed to you.

Sr.	Page No.	Statement as per Tender	Query by Bidder	MSEDCL's Response
23		EMD Exemption	<p>We go through tender reference no, : CGM IT/SMS/19-20/1.</p> <p>We are taking your attention on above tender if we are registered with MSME in this case vendor are eligible for EMD exemption.</p> <p>We believe in this tender also we are eligible for exemption of EMD Rs. 22,36,572/-.</p> <p>Kindly confirm to us on above query then we can participate in this tender as per your requirement.</p>	<p>You are requested to submit the details of your MSME &amp; NSIC mentioning exemption for SMS services. If you are eligible for waiver of EMD, same will be informed to you.</p>