WEBEL TECHNOLOGY LIMITED

CORRIGENDUM – I

TENDER NO. WTL/PAR/BULK SMS/22-23/005 DTD 13.05.2022

Sl. No.	Section No.	Page/Clause No.	Clause Description	Revised clause
1	Section-L	Page 63, Clause 15	Is your organization having ISO 9001:2015 certificates ?	Is your organization having ISO 9001:2015 certificates or ISO/IEC 20000-1:2018 - certificates ?

Consolidated Clarifications -Response of Pre-Bid Quarries
(Tender No. WTL/PAR/BULK SMS/22-23/005 dtd 13.05.2022)

Tender for Selection of Service Provider for "PROVIDING BULK SMS AND WHATSAPP CHATBOT MESSAGING SERVICE THROUGH GEOGRAPHICAL LOCATIONING SYSTEMS, ALSO PROVIDINGFOLLOWING SERVICES AS WELL FOR THE PERSONNEL AND ADMINISTRATIVE REFORMS DEPARTMENT, Govt. of West Bengal".:

* **Customized IVR System**

* **OBD SERVICE**

* **EMAIL SERVICES**

* **RCS MESSAGING SERVICES**

SL. NO.	SECTION NO.	CLAUSE NO.	PAGE NO.	QUERIES	RESPONSE	REMARKS
A.	Name of the Bidder: M/s ValueFirst Digital Media Pvt. Ltd.					
1	A SCOPE OF WORK	The solution should support Retry Mechanism.	Pg-9	The Operators are already having their own retry mechanism and that varies from operator to operator. Apart from this operator-based retry mechanism, kindly clarity whether the Service Provider will need to implement the retry mechanism for the SMS service from their platform as well or not.	As in RFP	
2	A SCOPE OF WORK	Develop web based front end Interface for WB GOV for delivery / disseminating voice messages to the citizens of the state	Pg-11	In case of OBD service, do the Service Providers need to follow the same District/Sub-division/Block/Gram Panchayat wise selection and rights to execute the OBD Campaigns	As in RFP	

3	A SCOPE OF WORK	Integration with department backend system may be required to access data / store data for interactive voice response system or other reasons	Pg-12	Kindly clarify whether there any department specific API endpoint exposed for this IVR flow to integrate while accessing the departmental data for further responses	API will be made available	
4	A SCOPE OF WORK	Develop font end mobile platform for response collection from citizen through Interactive voice response system	Pg-12	Kindly suggest whether there will be any OBD Call to be pushed where the people can listen to the IVR flow and provide their inputs OR the people will call on that IVR system to connect directly for providing their inputs	As in RFP	
B.	Name of the Bidder: M/s Karix Mobile Private Limited					
1	WhatsApp Messaging and WhatsApp Bot services	The Chat Bot developed may be hosted in any other platform also like any specific mobile APP, Web application, Instagram, Telegram etc.	11	Please specify the number and type of integrations required to be done to your backend systems?	As in RFP	
2	TECHNICAL SPECIFICATION& COMPLIANCE	Submission of various delivery reports like usage report, delivery delay report etc. required for calculation of payment and penalty	55	Kindly note, there would be mobile subscriber handset level limitation to receive thousands of SMS in a single day. Please consider it while planning.	As in RFP	

3	TECHNICAL SPECIFICATION& COMPLIANCE	The user interface should also have the capability of configuring the sender's name of the message as per the TRAI guidelines, e.g. XY WBGOVT. More than one sender ids may be required to be configured.	55	Kindly note, SenderID or Header, Content & Consent Template should be Pre-registered in Operator DLT Portal. Hope this is fine?	This is standard procedure and Govt of WB is aware of the same	
4	TECHNICAL SPECIFICATION& COMPLIANCE	Volume of the SMS are currently not fixed so financial offer should be submitted in various slabs of SMS volume given in financial format	55	Kindly note, If approved DLT Content Template is uploaded in Karix Web Portal then only each message content lookup will happen to identify the DLT Template ID and message will be submitted to Operator. Hope this is okay.	This is standard procedure and Govt of WB is aware of the same	
5	TECHNICAL SPECIFICATION& COMPLIANCE	Details of the throughput required for the bulk SMS delivery compliance to quality	55	Please specify the throughput envisaged for the different types of sms delivery?	As in RFP	
6	Scope of Work	SP shall share 2-5% of selected random database (unmasked) with GoWB&GoWB should have the rights to verify the accuracy of the database. Overall accuracy of the database will be deduced from the 2-5% database only.	8	Please confirm if database has to be provided by Karix and if it's a part of CPL campaign or is to check the delivery percentages? What is the Mobile number Database requirement here?	As in RFP	

7	Scope of Work	The Bulk Mailer Solution should have the capability of sending digitally signed bulk mails. The digital signature should be sender specific & as such there should be a provision to upload digital signatures.	12	Dear Sir, What is the expectation related to this? Do you want upload signature as attachments? Generally, Signature is part of mailer which should be added in html file.	As in RFP
8	18.Liquidated Damage	The job includes the prompt service mentioned in the tender document. In the event of failure to meet the system ready within stipulated date/time liquidated damage will be imposed on the contractor for sum equivalent to 1% of the contract value for each week or part thereof, subject to a ceiling of 2% of the total contract value (including all taxes & duties and other charges). In the event of LD exceeds 2% of the order value, P&AR DEPARTMENT reserves the right to terminate the contract & forfeit the PBG and P&AR DEPARTMENT will get the job completed by any other competent party. The difference of cost incurred by P&AR DEPARTMENT will be recovered from the earnest money/ PBG deposited by the vendor.	24	Liability too high- LD should be in propotion to the anticipated loss . It has to be mutually agreed	As in RFP
9	31.Liability		26	Liability to be limited to one year contract value to balance between risk & profit.	As in RFP

10	38.Termination for Default		29	Kindly pls consider to exclude defaults not directly attributable to Service Provider .	As in RFP	
11	34. CONFIDENTIALITY			Dear Sir, please consider this Unilateral clause and kindly make this mutual.	As in RFP	
12	Pre- qualification criteria	If the bidder does not already have a support presence in Kolkata, they need to build one after winning the bid. self-attestation in letter head required.	16	Dear Sir, please clarify on the type of resources required for application support for L1? Also, is onsite support required 24*7 and 5 days a week?	As in RFP	
13	OBD and IVRS services:	Develop web based front end Interface for WB GOV for delivery / disseminating voice messages	11	Assuming existing bidder platform would suffice voice related requirement and no need to develop new web-based UI as per Webel requirement. - Query: Exact scope is not clear assuming standard call flow (single clip, single clip with DTMF key press) broadcast would be done via UI?	As in RFP	
14	Penalty	Penalty for Defect and Downtime in SMS/ OBD/ Whatsapp Chatbot / Chatbot / RCS services	23	Dear Sir, Penalty criteria is shared only for SMS. Hence, assuming penalty is applicable only for SMS messaging and not other services. Please clarify on the same	As in RFP	

15	IVRS	IVRS Services with 03 levels (additional level will be prorata basis) Quantity 100	49	Does 100 mean 100 IVRS call flows to be delivered during entire period or is it 100 concurrent call capacity. For Incoming IVRS the Virtual number OR Toll free number cost too should be considered?	As in RFP	
16	OBD and IVRS services:	Selected bidder shall record audio clip / voice message based on the written script provided by WB GV	11	Script translation and recording cost to be included in the commercial format	As in RFP	
17	Penalty	15.Penalty for Defect and Downtime in SMS/ OBD/ Whatsapp Chatbot / Chatbot / RCS services	9	Dear Sir, please reduce the penalties for solution deployment especially if it is a chatbot on various channels which shouldbe mutually agreed basis exact scope	As in RFP	

18	Scope of work- 7	District / Sub division wise database of subscribers of all the Telecom Service Providers /operators (TSP) of the State of West Bengal needs to maintained & updated by the service provider at frequent intervals. At any point of time the accuracy level of the database should not decrease beyond 60%. The data base should be either available with the service provider readily or the service provider should be capable of building the data base within 30 days of submission of the bid. Database segregation is also required.	53	Kindly confirm, are you looking for Mobile Number (Database) Group Creation Broadcast in Web Based SMS GUI to send the campaign?	As in RFP	
19	Scope of work- 8	The solution should support the location based SMS system (district wise), as per the database maintained by the service provider (Which should be updated at regular intervals)	54	Hope this Database of mobile number created as a Group in SMS GUI will be managed by WEBEL team. Kindly confirm our understanding?	As in RFP	
20	Scope of work- 8	Prospective bidder to have dedicated helpdesk to support the various departments in configuring and white-listing SMS content on the SMS gateway	54	SMS Content Teamplate should be pre-registered in Operator DLT portal. Kindly confirm our understanding?	As in RFP	

21	Scope of work- 10	The application may be hosted in WB State Data Centre (SDC) and the necessary cost for maintaining SDC parameters such as Application Security audit through Cert-in empaneled auditor as a mandatory security compliance for hosting at SDC shall be borne by the successful bidder and such cost should be factored into by the bidder in the commercial proposal.	10	Kindly confirm, are you looking for Web based (Internet) based solution or On-premise solution?	As in RFP	
		Generic Queries				
1		Optin criteria for WhatsApp		Please clarify how is the customer givingconsent for opt-in? Can a person opt for WA message notification without being the companies customer?	As in RFP	
2		Template management		As per WhatsApp standards, proposed solution has the capability to send communication to end user in a pre-approved templates. Please specify the the number of templates which you are envisaging?	As in RFP	
3		Live agent requirement		How many live agent interaction are envisaged in bot flow?	As in RFP	

4	Volume of transactions			Please provide the tentative volume of transactions with unique number of user (opt-in users for WhatsApp) and Webel to users	As in RFP	
5	Use case scenarios in scope for bot			Please explain the use cases for bot in detail as per standard conversational workflow canvas	As in RFP	
6	Submission mode			Is the complete bid submission to be made online or there are any documents to be submitted in form of hard copy also?	As in RFP	
C.	**Name of the Bidder: M/s Route Mobile Limited**					
1	Scope of work	Response collection system through IVRS :	12	Develop font end mobile platform for response collection from citizen through Interactive voice response system.Need more details on this.Is the web as well mobile application is requied?	As in RFP	
2	Scope of work			Separate services are even required as well the Customised deevelopment of unified platform also required for all the channels like Email,OBD and SMS?	As in RFP	

3	Scope of Work	End to End bulk mailer services pointer 2	12	The digital signature can be sender specific and there is a provision to upload digital signatures (you can upload your data and we will push the data). The application is configurable but please elaborate what actually you would like to configure. Two factor authentication is available for accessing the solution. The accounts will be used for sending emails and we can create different accounts for different users but cannot give one account to them for defining privileges. The authentication will be required with every account.	As in RFP
4		WhatsApp Messaging and WhatsApp Bot services:	10	It's a On Primise solution requirement or cloud solution	Cloud solution on Service Provider end. It may be in SDC cloud also if required by the Govt. of WB.
5	Provide report / MIS as per campaign or period	Database of Mobile numbers for citizens of the state shall be provided by selected bidder	11	Please clarify the requirment	As in RFP

6	Response collection system through IVRS :	· IVRS platform shall be linked to various government department backend systems depending upon the type of information to be collected	12	Need clarity	As in RFP
7	End to end Bulk Mailer service:	The Bulk Mailer Solution should have the capability of sending digitally signed bulk mails. The digital signature should be sender specific & as such there should be a provision to upload digital signatures. The application should be configurable to nic , wb.gov.in & other mails. There should be an authentication method for accessing the solution with different privileges. Admin user should be able to create users with defined privileges as per the Government hierarchy and need. Users will require authentication for accessing the application & pushing the bulk mails.	12	Need clarity	As in RFP

8	Techno Commercial Evaluation Criteria	Similar project execution experience(SMS, Email, OBD) (minimum five projects) (5 Project 2 Points more than 5 projects 2.5 marks) (less than 2 clients = 0, 2 clients 2 Points, 3 clients 3 , 4 clients 4, and 5 clients 5)	41	Similer projects means all this SMS , Email and OBD needs to be lived with the same customer or its should be all the vertical . Please confirm	As in RFP	
D.	**Name of the Bidder: M/s Infobip India Pvt Ltd**					
1	SCOPE OF WORK Bulk SMS Services:	District / Sub division wise database of subscribers of all the Telecom Service Providers /operators (TSP) of the State of West Bengal needs to maintained & updated by the service provider at frequent intervals. At any point of time the accuracy level of the database should not decrease beyond 60%. The data base should be either available with the service provider readily or the service provider should be capable of building the data base within 30 days of submission of the bid. Database segregation is also required.	7	Will WEBEL provide this database import through excel file and regularly update database based on API.	As In RFP	

2	SCOPE OF WORK Bulk SMS Services:	The solution should support the location based SMS system (district wise), as per the database maintained by the service provider (Which should be updated at regular intervals).	7	Does this mean Geo fencing based location based service is needed or location service based on the input feed in the data base.	As In RFP	
3	**SCOPE OF WORK Bulk SMS Services:**	SP shall share 2-5% of selected random database (unmasked) with GoWB&GoWB should have the rights to verify the accuracy of the database. Overall accuracy of the database will be deduced from the 2-5% database only.	8	Does it refer to user database maintained by the Service provider or WEBEL will share the database.	As In RFP	
4	**SCOPE OF WORK Bulk SMS Services:**	The solution should support Individual Messaging, Group Messaging and broadcast of messages, upload & individual customization of Bulk SMS.	9	Pls explain Individual customization of bulk sms	As In RFP	

5	PRE QUALIFICATION CRITERIA	10. . Currently agency should have minimum of five customer of similar nature with minimum of 7 crore SMS messages per annum capacity & credential for the last year and whatsapp messaging for last 1 year.(Justified documentary proof must be submitted)	15	Pls confirm if volume of 7 Cr. Is also applicable to WhatsApp service. If Yes, Please reduce it to 1 Cr. As not many customers have such a huge WA volume.	As In RFP	
6	PRE QUALIFICATION CRITERIA	20. The Agency must have delivered in last one year minimum 7 Cr SMS in a dayfrom Govt / PSU. PO/ Agreement and client certification required in letter head andInvoice.		Please reduce SMS volume to 50 lakh in a day as very few Govt. Organization send such a huge sms volume in a day.	As In RFP	
E	Name of the Bidder: M/s Vodafone Idea Limited					
SI No	**Section No**	**Clause No**	**Page No**	**Query**	**Clause Description**	**Response**
1	Section - N	NA	63	Since we have NDA signed with all the customers, it would not be feasible to share the details of customers, please allow self-declaration by bidder / consortium partners	as in RFP	As in RFP

2	SECTION – L	10	61	For such a Huge organization, Organizational chart will be very extensive, please allow to quote the employee nos only	Total number of employees. Attach the organizational chart showing the structure of the organization.	As in RFP
3	SECTION – L	15	62	Please allow ISO-ISEC - 20000-1:2018 also for this	Is your organization having ISO 9001:2015 certificates?	Corrigendum issued Ïs your organization having ISO 9001:2015 certificates or ISO/IEC 20000-1:2018 certificates?
4	SECTION – K	2	59	Please remove this clause for TSP as overall Turnover is already a part of this table	Annual earnings from SMS related projects	As in RFP
5	SECTION – K	4	59	Since we have NDA signed with all the customers, it would not be feasible to share the details of customers, please allow self-declaration by bidder / consortium partners	Give Names / Contact info of organizations where SMS Solution has recently been implemented (At least 5)	As in RFP

6	SECTION – K	15	59	Please make this clause "NA" for TSP's	Tie up with number of telecom operator with names/contact info	As in RFP
7	SECTION – K	2	59	WhatsApp - Please remove this clause for TSP as overall Turnover is already a part of this table	Annual earnings from WhatsApp related projects	As in RFP
8	SECTION – K - WhatsApp	13	59	Please allow ISV as consortium partner for this project and not only direct Business partners of FB as there are very limited Business partner with FB for WhatsApp in India	Tie up with WhatsApp / Facebook with names/contact info	As in RFP
9	SECTION – J	OPERATOR'S CREDENTIAL	57	Please make this clause "NA" for TSP's, and credential list for Consortium partners		As in RFP
10	SECTION – D	STT	37	Please allow ISV as consortium partner for this project and not only direct Business partners of FB as there are very limited Business partner with FB for WhatsApp in India	2. Assignments No Consortium will be allowed.	Consortium not Allowed

11	SECTION – I	Note	51	Billing & Payments to be made Monthly	The quarterly invoicing by the successful bidder at actual lowest rate will be payable based on quantity of distinct SMS delivered.	As in RFP
12	SECTION – B	2	15	Please confirm any specific document required, for TSP UASL licence will suffice, also allow Self-Declaration for TSPs	2. The Agency must be a professional and reputed Telecom Service Provider/ SMS service provider/SMS Aggregator andhave minimum of five (05) years of experience and knowledge in providing the bidirectional (PUSH & PULL) Bulk sms as on 31 March 2022. (Justified documentary proof must be submitted).	As in RFP
13	SECTION – B	4	15	Please confirm any specific document required, for TSP UASL licence will suffice, also allow Self-Declaration for TSPs	4. The Agency must be a professional and reputed OBD/voice messaging service provider and have minimum of five years(05) in providing and OBD/voice messaging services as on 31 March 2022. (Justified documentary proof must be submitted).	As in RFP

14	SECTION – B	3	15	To Discuss	3. The Agency must be a professional and reputed Whatsapp chatbot provider and WhatApp messaging service provider and have minimum of oneyear (01) of experience in delivering whatsapp chatbot and messaging services as on 31 March' 2022. (Justified documentary proof must be submitted).	As in RFP
15	SECTION – B	6	15	Please confirm any specific document required, for TSP UASL licence will suffice, also allow Self-Declaration for TSPs	6. The agency must have minimum of fiveyears (05) in providing IVRS services as on 31 March 2022. (Justified documentary proof must be submitted).	As in RFP
16	SECTION – B	9	15	Please confirm any specific document required, for TSP UASL licence will suffice, also allow Self-Declaration for TSPs	9. The agency must be having message delivery arrangement with all the leading telecom service providers of the state of West Bengal (documentary proof of Business Agreement/Business Consortium must be submitted)	As in RFP

17	SECTION – B	10	15	Please confirm any specific document required, for TSP UASL licence will suffice, also allow Self-Declaration for TSPs	10. Currently agency should have minimum of five customer of similar nature with minimum of 7 crore SMS messages per annum capacity & credential for the last year and whatsapp messaging for last 1 year.(Justified documentary proof must be submitted)	As in RFP
18	SECTION – B	12	15	Please allow ISV as consortium partner for this project and not only direct Business partners of FB as there are very limited Business partner with FB for WhatsApp in India	12. Selected bidder should have direct agreement with WhatsApp / Facebook and there should not be any dependency on third party.	As in RFP
19	SECTION – B	13	15	Please allow ISV as consortium partner for this project and not only direct Business partners of FB as there are very limited Business partner with FB for WhatsApp in India	13. Bidder should be authorized by FB/WhatsApp for providing API and Chatbot services.	As in RFP
20	SECTION – B	14	15	Please allow ISV as consortium partner for this project and not only direct Business partners of FB as there are very limited Business partner with FB for WhatsApp in India	14. Third party arrangement for providing WhatsApp API and Chatbot services is not permissible.	As in RFP

21	SECTION – B	19	16	Since we have NDA signed with all the customers, it would not be feasible to share the details of customers, please allow self-declaration by bidder / consortium partners	19. The Agency must be providing SMS, Email, OBD, WhatsApp messaging and chatbot services to at least one Government Organization, Bank or Large Corporate/ organizations. Required documentary evidence in the form of PO /Agreement & Customer certification.	As in RFP
22	SECTION – B	20	16	Since we have NDA signed with all the customers, it would not be feasible to share the details of customers, please allow self-declaration by bidder / consortium partners	20. The Agency must have delivered in last one year minimum 7 Cr SMS in a dayfrom Govt / PSU. PO/ Agreement and client certification required in letter head andInvoice.	As in RFP
23	SECTION – B	21	16	Please change this clause to Operating Profit from Net-worth, as these 2 definitions are different	21. The net worth of the bidder in the last 3 financial year 2018-19, 2019-20, 2020-21 should be Positive i.e. profitable from mobility services audited balance sheet and CA certification is required.	As in RFP
24	SECTION – B	26	26	Please confirm any specific document required, for TSP UASL licence will suffice, also allow Self-Declaration for TSPs	26. The bidder must have Agreement with top 3 Telecom Service Providers (Operator base on subscriber) Operational in West Bengal with copy of Agreement. Without this document bid will be summarily rejected.	As in RFP

						As in RFP
25	SECTION – B	30	30	Please confirm any specific document required, for TSP UASL licence will suffice, also allow Self-Declaration for TSPs	30. Section-I (Operator's Credential) has to be filled up by the bidder with documentary evidences, without which the bid will be liable to be rejected.	
26	SECTION – D	33	27	Any delay or suspension of the work undertaken by WTL would need to be at the liability of WTL for which Contractor cannot be made responsible for not meeting with the agreed time lines and similarly it needs to be understood and agreed between Parties that any such delay or suspension would need to be in due consultation and agreeable between Parties, so as to enable the project timelines are being met.	SUSPENSION OF WORK WTL shall have the power at any time and from time to time by notice to the Contractor to delay or suspend the progress of the work or any part of the work due to any other adequate reasons and on receipt of such notice the contractor shall forthwith suspend further progress of the work until further notice from WTL. The Contractor shall recommence work immediately after receiving a notice to do so from WTL. The whole or any part of the time lost for such delay or suspension shall, if WTL in its absolute discretion thinks fit, but not otherwise, be added to the time allowed for completion.	As in RFP

					As in RFP
27	SECTION – D	38	29	There could be various factors that would need to be considered by WTL before issuing any notice of termination of order in whole or in part, such as due to sub-contractors deployed by WTL for other activities on the site or contractor being given safe passage to the premises of WTL or finally due to Force Majeure event. In all these aforesaid cases contractor should be given an exemption for default not directly associated to them.	TERMINATION FOR DEFAULT P&AR may without prejudice to any other remedy or right of claim for breach of contract by giving not less than 30 days written notice of default sent to the contractor, terminate the order in whole or in part. If the contractor materially fails to render any or all the services within the time period specified in the contract or any extension thereof granted by DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS, GOVT. OF WEST BENGAL in writing and fails to remedy its failure within a period of thirty days after receipt of default notice from WTL.
28	SECTION – D	40	30	It is suggested that the Force Majeure event should also comprise of any action/regulation taken by the regulatory bodies or governmental bodies as result of their sovereign functions which renders the supplier incapacitated to perform under the contract without any attribution to cause such regulation/action due to its breach or negligence shall be considered to be a force majeure event.	FORCE MAJEURE (As in RFP)

29	SECTION – D	64	35	Currently in the said tender, the compliance of law is being required to be done by Contractor, whereas we would also want WTL to also ensure compliance to law, since any act or omission by WTL to the applicable law would also adversely affect the contractor and their respective license given by the government to provision of services.	COMPLIANCE WITH LAW	As in RFP
30	SECTION – D	66	35	This invariably puts the Contractor is a difficult position, since in case there are representatives already present during the progress of work and are performing the role of inspection, then invariably contractor should be relieved from any subsequent responsibilities of quality, as the same would have been inspected at site and confirmed by the representatives of P&AR.	QUALITY CONTROL · .... · .... · .... · P&AR DEPT reserves the right to inspect all phases of contractor's operation to ensure conformity to the specifications. P&AR DEPT shall have engineers, inspectors or other duly authorized representatives made known to the contractor, present during the progress of the work and such representatives shall have free access to the work at all times. The presence or absence of representatives of P&AR DEPT does not relieve the contractor of the responsibility for quality control in all phases.	As in RFP

						As in RFP
31	SECTION – E	BID FORM	39	It need to be understood that the telecom services is a dynamic services, which requires huge investment and upgrades. So therefore requesting an option to increase price as per industry standards.	2. The prices of all items stated in the bid are firm during the entire period of job irrespective of date of completion and not subject to any price adjusted as per in line with the bidding documents.	
32	SECTION-H	UNPRICED BOQ	48	Requst to make the evaluaiton of Technical and commercial ask in 3 Parts basis the Principal Service provider for these services for quality execution as below:- 1) SMS & Voice - TSP 2) WhatApp - BSP 3) Email - SI		As in RFP
33			55	Kindly remove HTTP /FTP security perspective	The solution should support HTTP / HTTPS / FTP / SMPP Interface / Back up for Push messaging /Blacklisting / Purging of Lists of Invalid Numbers / DND Numbers.	As in RFP
34			10	Kindly remove requirment of direct agreement with WhatsApp / Facebook	Selected bidder should have direct agreement with WhatsApp / Facebook and there should not be any dependency on third party	As in RFP

S No	Section No	Clause No	Page No	RFP text	Clarification Required	RESPONSE
35			12	Kindly clarify whether can Vi partcipate in this tender without offering End to end Bulk Mailer services	End to end Bulk Mailer service: Bulk mail service	As in RFP
36			10	Kindly clarify how will cost be factored by bidder	The application may be hosted in WB State Data Centre (SDC) and the necessary cost for maintaining SDC parameters such as Application Security audit through Cert-in empaneled auditor as a mandatory security compliance for hosting at SDC shall be borne by the successful bidder and such cost should be factored into by the bidder in the commercial proposal	As in RFP
F	Name of the Bidder: M/s Exotel Techcom Private Limited					
S No	Section No	Clause No	Page No	RFP text	Clarification Required	RESPONSE
2	B	2	15	The Agency must be a professional and reputed Telecom Service Provider/ SMS service provider/SMS Aggregator andhave minimum of five (05) years of experience and knowledge in providing the bidirectional (PUSH & PULL) Bulk sms as on 31 March 2022. (Justified documentary proof must be submitted).	Will any order for sms or voice message before 2017 (05 years before 2022) will qualify as documentary proof. If not, please specify what documentary proof is required?	As in RFP

3	B		3	15	The Agency must be a professional and reputed Whatsapp chatbot provider and WhatApp messaging service provider and have minimum of oneyear (01) of experience in delivering whatsapp chatbot and messaging services as on 31 March' 2022. (Justified documentary proof must be submitted).	Will any order for chatbot or whatsapp messaging before 2017 (05 years before 2022) will qualify as documentary proof. If not, please specify what documentary proof is required?	As in RFP
4	B		4	15	The Agency must be a professional and reputed March OBD/Voce Messaging Service Provider and have minimum of five years (05) in providing OBD/Voice Messagong services as on 31 March 2022. (Justified documentary proof must be submitted).	Will any order for sms or voice message before 2017 (05 years before 2022) will qualify as documentary proof. If not, please specify what documentary proof is required?	As in RFP
5	B		5	15	The agency must have minimum of fiveyears (05) in providing email services as on 31 March 2022. (Justified documentary proof must be submitted).	Third part email should be allowed	As in RFP
6	B		6	15	The agency must have minimum of fiveyears (05) in providing IVRS services as on 31 March 2022. (Justified documentary proof must be submitted).	Will any order for sms or voice message before 2017 (05 years before 2022) will qualify as documentary proof. If not, please specify what documentary proof is required?	As in RFP

9	B		9	15	The agency must be having message delivery arrangement with all the leading telecom service providers of the state of West Bengal (documentary proof of Business Agreement/Business Consortium must be submitted)	We have agrement with one telco. Kinldy accept.	As in RFP
10	B		10	15	Currently agency should have minimum of five customer of similar nature with minimum of 7 crore SMS messages per annum capacity & credential for the last year and whatsapp messaging for last 1 year.(Justified documentary proof must be submitted)	S No 10 of Sect B mentions 7 Cr SMS per annum whereas S No 20 of Sec B mentions 7 Cr sms per day. Please clarify	As in RFP
11	B		11	15	Infrastructure readiness & Ownership of SMS serveralong with this, service provider (sp) must have its own SMSC.	Thirdy party SMSC should be allowed as it doent affect the project performace.	As in RFP
12	B		12	15	Selected bidder should have direct agreement with WhatsApp / Facebook and there should not be any dependency on third party.	The company acquired by us is an official business partner of Facebook/Whatsapp. Please clarify if its acceptable.	As in RFP
13	B		13	15	Bidder should be authorized by FB/WhatsApp for providing API and Chatbot services.	The company acquired by us is an official business partner of Facebook/Whatsapp. Plecase clarify if its acceptable.	As in RFP

14	B		14	15	Third party arrangement for providing WhatsApp API and Chatbot services is not permissible.	The company acquired by us is an official business partner of Facebook/Whatsapp. Plecase clarify if its acceptable.	As in RFP
16	B		16	16	The vendor must have own Email gateway for both transactional and promotional email capability. vendor should provide both API and SMTP connection to all major development platform and panel for bulk push email with reach analytics.	Third party should be allowed	As in RFP
18	B		18	16	The bidder must have at least 20 application developers in their payroll in design & development including fine tuning/troubleshooting of Applications related to bulk SMS and Whatsapp chatbot services for G2G & G2C. G2G Application should cater SMS / Whatsapp chatbot communication for Government Departments.	S No 19 of Sec B allows banks or large corporate experince whilst S No 18 doesn't mention the same. Please clarify. Our view is that private sector experince should be considered to allow more bidders and enhance competetion.	As in RFP
20	B		20	16	The Agency must have delivered in last one year minimum 7 Cr SMS in a dayfrom Govt / PSU. PO/ Agreement and client certification required in letter head andInvoice.	S No 10 of Sect B mentions 7 Cr SMS per annum whereas S No 20 of Sec B mentions 7 Cr sms per day. Please clarify	As in RFP

26	B		26	16	The bidder must have Agreement with top 3 Telecom Service Providers (Operator base on subscriber) Operational in West Bengal with copy of Agreement. Without this document bid will be summarily rejected.	It is requested that condition of having agreement with 03 telecom service provider to be replaced with condition of having atleast 02 telecom service provider. As SLA is already in the RFP there is no requirement of having multiple telecom providers.	As in RFP
34	D		2	37	Assignments: No consortium Allowed	Recently, we acquired two companies with 100% ownership. Kinldy clarify whether we can use credentials of the acquired companies for pre-qualifcation criteria.	As in RFP