

Format No. –
Revision No. –
Eff. Date –

Dated: 30.01.2025

Response to Pre-Bid Queries
Tender no. TPCODL/CCG/1000001734/2024-25
Tender Description: Rate Contract for Providing Mobile SMS Services at all four Odisha TP DISCOMs for two Years

The pre-bid queries as received against the referred tender enquiry and CCG/CEQG (TP-Odisha) responses on the same are placed below:

Sr. No	Page No	Clause No	RFP Clause	Query/ Clarification Sought	TPCODL Response
1	21	1.a	The BA should have Mobile messaging platform with a state of the art framework that supports SMS, as well as WAP Push messaging.	Pls help to share WAP Push messaging use case	TPCODL uses multiple links via messages, such as payment links, feedback links. As per TRAI, short URL needs to be whitelisted every month so this service needs to be provided from the SMS Vendor with consistent support. Ex: - TPCODL Bill issued for A/C 80016742209 of Rs.4950 due on 14/01/25. To pay, please click https://vil.ltd/TPCODI/c/42jlm06 TPCODL
2	22	R. IV	Interactive Services: Enabling customers to make enquiry through SMS and get the answers in real time. Some examples are last bill, last payment detail etc.	Pls explain more about Interactive services	User-friendly solution enhances customer engagement by providing instant access to critical information. Key Examples Include: Last Bill Inquiry: Customers can retrieve details of their most recent bill by sharing CA number in a particular dedicated number. Last Payment Details: Customers can check the last payment amount and date by sharing CA number in a particular dedicated number.. Other Custom Queries: Tailored responses for specific customer needs.

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3	24	11. a	a) Minimum successful SMS delivery rate of 90% (i.e. delivered to SIM)	The delivery percentage should exclude - Network issue in failure cases - Mobile handset issues - DLT issues	Minimum successful SMS delivery rate of 90% (i.e. delivered to SIM) is applicable only for invoicing on total counts pushed, below than 90% delivery the invoicing will be done on actual delivered counts and below 60% there is a penalty clause which is minimum accepted delivery rate.
4	Page 6 of 65	1.7 Qualification Requirement / Eligibility Criteria	3. The bidder should have completion certificate from at least 10 Nos. of reputed clients for the SMS Services. However, past performance experience at Tata Power and its Group Companies shall supersede feedback from other Customers. Bidder should submit the supporting documents in this regard.	In this regard we would like to confirm that we are already working with TATA Power in many discoms and most of the them are still ongoing and some of our other projects are still under execution and seeking completion from at least 10 nos. of companies will be quite difficult for any bidder. Therefore requesting you to kindly consider the performance certificate as well. please modify the clause to: The bidder should have completion/ performance certificate from at least 10 Nos. of reputed clients for the SMS Services. However, past performance experience at Tata Power and its Group Companies shall supersede feedback from other Customers. Bidder should submit the supporting documents in this regard.	As per Tender Document
5	Page 7 of 65	1.7 Qualification Requirement / Eligibility Criteria	The bidder must have all applicable statutory compliance like valid PAN no., ESI registration, EPF registration, GSTIN etc. The bidder must submit the copy of all these registrations/supporting document.	We would like to confirm that our company name has undergone a change. As of 14th November 2024, our company name has been changed from " Onextel Media Pvt. Ltd." to " Onextel Limited .". In regards to the clause we have updated the PAN, GST, COI as per new name however EPF and ESIC is still in process of Updation. The same will be reflected soon in the portal.	Accepted

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6	Page 7 of 65	2.0 Evaluation Criteria and 4.6. Reverse Auctions	The bids will be evaluated commercially on all-inclusive lowest cost for overall tender BOQ as calculated in Schedule of Items [Annexure I]. Order shall be awarded to Two Business Associate.	As per other clause of the RFP, TPCODL reserves the right to conduct reverse auction. Please confirm whether L2 bidder needs to match the L1 price or how bidders will be decided.	Counter Offer of L1 Rates shall be shared to L2 bidder for its acceptance.
7	Page 7 of 66	3.1 Bid Submission- FIRST PART: "EMD"	The EMD shall be valid for 210 days from the due date of bid submission in the form of BG / Bank Draft / Bankers Pay Order (issued from a Scheduled Bank) online NEFT/ RTGS transfer favoring 'TP Central Odisha Distribution Limited' payable at Bhubaneswar.	There is no format attached for Bank Guarantee against the EMD. Requesting you to kindly share the same.	EMD BG Format available in GCC as ANNEXURE-A, Page 31
8	Page 13 of 65	7.1. Special Conditions of Contract	The Rate contract shall be issued for a period of 2 years.	Please confirm is there any extendable period beyond this and whether we have to accept the quoted price in extension period as well.	Rate Contract shall be valid for a period of 2 Years
9	Page 13 of 65	7.1. Special Conditions of Contract	Performance Bank Guarantee amounting to 5% of the first year contract value shall be submitted by the BA as per GCC for a period equivalent to contract validity period plus six month Claim period i.e. 18 months.	Since duration of the services is 2 years. Please confirm whether we have to submit the PBG year wise or only 5% of the first year contract value.	Performance Bank Guarantee amounting to 5% of the complete order value shall be submitted by the BA as per GCC for a period equivalent to contract validity period plus six month Claim period i.e. 30 months.
10	Page 15 of 65	ANNEXURE I SCHEDULE FOR ITEMS	Total Qty.- 2,50,20,000	Please confirm that the total quantity mentioned here is in LOT (i.e. 100 SMS per lot)	Total Qty for 2 Years is 2,50,20,000 Lots
11	Page 23 of 65	ANNEXURE VII SCOPE OF WORK	6. All billing for SMS & Short-Code PULL Services Rental Charges / Keyword *Like:-	Please confirm whether Bidder has to procure new short code or they have to migrate from existing. Also confirm the ownership of current short codes. And also confirm the number of Short codes requires to be procured.	Service Provider needs to procure short codes as and when required by TP Discoms and when the tender is over, the service provider needs to submit the same.

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12	Page 24 of 65	11. Penalty Clauses	Minimum successful SMS delivery rate of 90% (i.e. delivered to SIM)	Please exclude below reason from the calculation of SMS delivery rate Error codes Reasons 1 Unknown Subscriber 17 Service not provisioned 19 Barred call 49 Busy subscriber 65 Protocol Error in equipment 1555 Invalid Template id 1589 TEMPLATE_VARIABLE_EXCEEDED_MAX_LENGTH 1616 Partial DND 1638 SMS Content mis-match	Minimum successful SMS delivery rate of 90% (i.e. delivered to SIM) is applicable only for invoicing on total counts pushed, below than 90% delivery the invoicing will be done on actual delivered counts and below 60% there is a penalty clause which is minimum accepted delivery rate.
13	5	1.1 Sr. No. 1	EMD Rs. 8 Lakh	In the invitation Tender Mail body you mentioned Rs. 50000 is EMD for the said tender and in the tender document 1st & 5th pages its Mentioned Rs. 8 Lakh as EMD. Request you Guide Us in the same Quies	As per Tender Document.
14	5	1.1 Sr. No. 1	EMD Rs. 8 Lakh	Request you give some relaxation in EMD amount istate of 8 Lakh EMD please do it 2 lakhs.	As per Tender Document
15	6	1.7.2	The bidder should have experience of providing SMS services from last 5 years. Bidder should submit the supporting documents (Completion/performance certificate) in this regards.	In the supporting documents we can submit perofmarnce or satisfactory certificate?	As per Tender Document

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16	6	1.7.3	The bidder should have completion certificate from at least 10 Nos. of reputed clients for the SMS Services. However, past performance experience at Tata Power and its Group Companies shall supersede feedback from other Customers. Bidder should submit the supporting documents in this regard.	Instate of 10 work completion certificate can we submit Current work order or Work satisfactory letter because we are working long with reputed organisation and its status is mostly WIP. One more queries suppose we already providing the service to your discom shall you consider its work order as as certificate or in mail confirmation snapshot consider as Certificate?	As per Tender Document
17	6	1.7.4	The bidder should have necessary license from TRAI or telecom operators to run the SMS Service. Bidder should submit the copy of license in this regard.	Please guide us what kinds of certificate you required from Operator?	Certificate of Registration as Telemarketer
18	12	4.6.	Reverse Auctions Illustrative example: Total no of qualified bidders is 6 & tender needs to split amongst 2 bidders. PLUS 2 means (02 + 02 = 04), so all 4 qualified bidders would be allowed in the RA process	Please explain Illustrative example.	For this tender RA shall be conducted among L1, L2, L3 and L4
19	15		ANNEXURE I SCHEDULE FOR ITEMS	Price would we total quantity of all Discom?	Yes. Standard rate for all 4 DISCOM
20	12	5	TPCODL reserves the rights to award contract to one or more bidders so as to meet the delivery requirement or nullify award decision without assigning any reason thereof.	Please confirm you will associate only one bidder or 2 BA	As per Clause 2.0 Evaluation Criteria

Note: This document shall be an integral part of the tender and bidder shall submit signed/stamped copy of this document along with technical bid, as a token of acceptance. The tender document stands modified only to the extent stipulated herein above in this document. All other terms & conditions shall be strictly followed as per Bid documents.