

REPLIES TO QURIES FROM VENDORS IN PREBID MEETING WITH RESPECT TO SMS GATEWAY SERVICES ON 10-04-2019

<i>sno</i>	<i>Clause no</i>	<i>page no.</i>	<i>content as per RFP</i>	<i>Clarification sought</i>	<i>CLARIFICATION/REPLY BY APSRTC</i>
1	10. SCOPE OF WORK POINT NO.11	16	The messaging platform must support interactive workflow so that the customer should be able to send the response back to the system.	If customer wants to send response back to system for that incoming sms facility is required whereas RFP is for only outgoing sms so need clarification on this	SMS Gateway helps only to push SMS.To receive SMS is different Service and possible with only Pull SMS
2	10. SCOPE OF WORK POINT NO.19	17	Content filters: SMS Gateway supports content filters for incoming and outgoing messages. Any existing SMTP(Simple Mail Transfer protocol) rules are converted to XML and specified format as per APSRTC requirement..	RFP is for outgoing sms only then what is meaning of content filter for incoming sms?	Not applicable as no SMS will be received
3	10. SCOPE OF WORK POINT NO.27	18	Duplicate SMS in the span of 5 minutes should not be sent for the same customer without the SMS call from the APSRTC application	Meaning of duplicate sms – duplicate mobile number or duplicate sms content?	Duplicate SMS (same content) will not be sent to same number in the span of 5 minutes
4	8. D) Payment of Entry Fee and Caution deposit	14	The Bidder shall also arrange to remit an amount of Rs.3,00,000/- (Rupees Three lakhs only) to APSRTC as caution deposit(EMD) (refundable) in advance.	Our company is a small scall unit registered with MSME & NSIC (Single Point Registration Scheme). Request to waive off the EMD fpor us.	The committee has not agreed to waive off the EMD amount.

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5	7. ELIGIBILITY CRITERIA FOR BIDDERS	13	The bidder should have provided SMS gateway services to a minimum of three organizations of which at least one should be Government/ Government agency/ Bank / institution in India. The bidder should provide details of average volume of SMS traffic generated for last six months . (proforma for proof is given at Annexure-4)	Can we submit Purchase Orders and supporting invoice copies as documentary evidence with Annexure -4	Purchase Orders and supporting invoice copies as documentary evidence with Annexure -4 is enough
6	7. ELIGIBILITY CRITERIA FOR BIDDERS	13	Successful bidder's application Servers should be hosted at least in TIER 3 or above data center to maintain the quality, reliability and ability for not having outage.	We have DR set-up in Mumbai and Pune. Please confirm if this would be acceptable.	Application Servers should be hosted at least in TIER 3 or above DC and DR
7	-	-	-	Please confirm whether payment will be done on SMS delivered or submission basis.	payment will be done based on the submitted SMS only duly following the clauses.
8	airtel.com	-	-	In order to arrange EMD we require few more days as EMD to be arranged from our head office. 1. Postpone of Bid submission from: 16-04-2019 2. accept EMD in the form of DD	1. Committee has not accepted to postpone the bid submission date. 2. EMD will accepted in the form DD if submitted at accounts department on or before 15-04-2019, 15:00 hrs
<p>New clause added in Scope of work : Corporation is using a long code number(9246022333) in Vt&PIS project to return the ETA timings to passengers in the designated format. Successful bidder has to support the same number and the same functionality.</p>					